



Wandsworth

Trustee Recruitment 2022

Dear Applicant,

I am delighted that you are interested in becoming a Trustee for Citizens Advice Wandsworth.

We are a vital front line service embedded across Wandsworth. You can find us in our centres in Battersea Library and Roehampton University. We deliver outreach services across Wandsworth in locations including St Georges Hospital. You can also access our services by phone or online. And we work in local partnerships including with Wandsworth GP's, Foodbanks and many local community organisations. We pride ourselves on the relationships we have with our partners and the role we play in our community. To find out more about the range of help we provide, please visit our website www.cawandsworth.org.

Within this pack you will find further information about the charity, plus a Trustee role description and person specification. Our latest Annual Review and Prospectus and summary Business and Development Plan are available on our web site: <https://cawandsworth.org/about-us/reports/>. Our latest accounts are published on the Charities Commission web site: <https://register-of-charities.charitycommission.gov.uk/charity-search/-/charity-details/1040303>

To find out more about the post or to have a confidential discussion about the role with the Chair of Trustees please email recruitment@cawandsworth.org with your contact details and daytime availability.

I wish you all the best in your application

A handwritten signature in black ink that reads "Lucy Harmer".

Lucy Harmer

Chair Citizens Advice Wandsworth.



Background Information

The Trustee Board of Citizens Advice Wandsworth (CAW) is looking for new Trustees. Several Trustees are likely to retire from the Board over the course of the next year and we have identified a set of skills and experience that would benefit the organisation. We are looking for 2-3 new Trustees and are looking for people with broad experience relevant to our advice delivery and / or people with experience of the health sector. We have also identified the need to increase board representation from Black African and Black Caribbean communities.

We are keen to increase the diversity of our Board to reflect the community we support and would welcome applications from people with lived experience of the issues we help resolve, disabled people, people with physical or mental health conditions, and LGBTQ+ and non-binary people as well as people from any other minority ethnic communities.

CAW is a well-respected part of the Citizens Advice network. We operate from two centres in the London Borough of Wandsworth and have a strong working relationship with the local authority, other local agencies and organisations such as Macmillan, the local NHS and registered social landlords, plus funding from the Big Lottery Fund and other charitable foundations. Our income has grown from £1.2 million in 2017/18 to over £1.7m this year. Our service delivery outputs and outcomes have grown proportionately. Last year we helped over 13,000 people.

It's an exciting time to join us. We remodelled and refocussed our delivery to remain sustainable throughout the pandemic. Now we are keen to expand our collaborative partnership working to meet rising service demand in Wandsworth. With over 30 staff and 100 volunteers, you'll find we deliver our services with passion and embrace our core values of

- *Creativity* – CAW is inventive, always looking for better ways to achieve its purpose, deliver value for money, achieve outcomes, change and impact for people
- *Generosity* – to each other, to clients and other agencies; looking to share, being non-judgemental, sympathetic, kind, helpful, collaborative and empowering

- *Quality* – CAW is committed to high quality, responsive, trusted, confidential and independent service, delivered with integrity and confidence
- *Accountability* – to each other, funders, and to the local community

CAW's current board has 10 committed trustees with experience in service delivery, management, HR, policy, communications, risk, fundraising, finance and business planning.

There are three active sub-groups of the board: Finance Committee, People Committee and Strategy Group. These provide active support to the Chief Executive and senior management team and provide scrutiny for, and advice to, the main Board. Board and Committee meetings are quarterly as part of the regular board cycle with ad hoc strategy meetings as required.

The Board is very clear about the difference between executive and non-executive responsibilities. We have also been taking active steps to increase the contacts between the Trustee Board and the paid staff and volunteers in the organisation – these steps are starting to bear considerable dividends in terms of active communication and understanding.



What's in it for you?

- Make a positive impact for people in your local area by ensuring Citizens Advice Wandsworth is sustainable and meeting the needs of the community
- Meet people and build relationships with trustees, staff and other volunteers
- Build on your governance, leadership and strategy skills
- Increase your employability

And we'll reimburse expenses too.



The Role

Each individual member of the trustee board has a responsibility to contribute to the discharging of the board's duties. They can do this by:

- Maintaining an awareness of the business of Citizens Advice Wandsworth
- Taking responsibility for his or her own learning and development
- Regularly attending, preparing for and taking a full part in meetings
- Actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance
- Monitoring whether the service complies with its governing document, whether it meets Citizens Advice membership standards and how well the advice needs of the local community are being met
- Monitoring the financial position of the organisation and ensuring that it operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management
- Supporting the development of the organisation through participation in agreed projects and sub-groups
- Actively seeking to further the strategic objectives of the organisation, and acting in the best interests of CAW at all times
- Maintaining confidentiality about any sensitive/confidential information received in the course of duties as a trustee.



What do you need to have?

You don't need specific qualifications or skills but you'll need to demonstrate:

- Lived experience of the issues we address or experience of working with marginalised or vulnerable people is desirable
- Commitment and availability to attend trustee board meetings
- Effective communication skills and willingness to participate actively in discussion
- Willingness to gain knowledge of local needs and resources
- Commitment to the aims, principles and policies of CAW including those relating to equal opportunities, independence and policy influence
- Willingness and ability to act in the best interests of CAW
- Ability to understand and accept their responsibilities and liabilities as trustees and employers
- Willingness to participate in democratic process which develops Citizens Advice policies locally and nationally
- Numeracy to the extent required to understand CAW accounts with the support of a treasurer
- Willingness and ability to learn, develop and examine own attitudes
- Ability to think creatively and strategically and exercise good, independent judgement
- Ability to work effectively as a member of a team



How much time do you need to give?

Trustee boards usually meet in the evenings and you'll likely need to give 2-3 hours quarterly plus time to prepare for these. We have an annual Trustee Awayday and you may need to attend other meetings such as committee meetings or if you're involved in specific projects, or meet with volunteers and staff occasionally. We can be flexible about the time spent and how often you volunteer so come and talk to us.



Valuing inclusion

Our volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, people from Black, Asian or minority ethnic communities, or people with lived experience of the issues our services address.

If you are interested in becoming a trustee and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.



How to apply

To apply for this role please send the following to recruitment@cawandsworth.org

- Your CV (3 sides max.)
- A personal statement (no more than 2 sides A4) demonstrating how you meet the person specification and outlining your future vision and ambition for Citizens Advice Wandsworth

These must be sent to recruitment@cawandsworth.org by 12 pm on Monday 10th October 2022.

Initial virtual interviews will be held w/c 17 October. If successful, candidates will be invited to interview at our Battersea Library office w/c 31 October.

Further information about the role can be found on our website <https://cawandsworth.org/get-involved/trustees/>



Contact details

To find out more about the post or to have a confidential discussion about the role with the Chair of Trustees please email recruitment@cawandsworth.org with your contact details and daytime availability.

