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Citizens Advice Runnymede  
and Spelthorne Trustee  
Candidate Pack 2024



**We are Citizens Advice Runnymede and Spelthorne. Proudly serving our local community.**

Thank you for your interest in becoming a Trustee at Citizens Advice Runnymede and Spelthorne (CARS). We are excited to have your interest in playing a key role in delivering our mission.



## **More About Citizens Advice Runnymede and Spelthorne**

Citizens Advice Runnymede and Spelthorne provides advice people need for the problems they face, as well as improving policies and practices that affect people's lives.

We provide advice on issues such as benefits, debt, housing, employment and family to our clients, no matter who they are. Those who are marginalised in society are more likely to face difficulties in these areas. By providing advice that helps people find a way forward, delivering advocacy, gathering evidence and insight we can have a significant impact on our local community and beyond.

The service is free, independent, confidential, and impartial.

We are an independent charity and part of the Citizens Advice network across England and Wales. We are a local organisation at the heart of our community, entirely funded by grants and donations.

#### Last Year

**6,462 people were helped through our**  
service across **18,492** issues.

**£3,026,713** Total value to our clients

**£2,598,683** Income gain

**£20,503** Re-imbursements, services, loans

**£43,729** Debts written off

#### Our Team

**7 Trustees**

**30 Volunteers**

**17 Employees**

#### Local Main Issues

**28% Benefits**

**12% Housing**

**22% Universal Credit**

**8% Debt**

## **We're looking for our next Trustees.**

Volunteers are at the heart of the Citizens Advice service, and we could not provide the service we do without them. The majority of our charity's impact comes from our wonderful team of volunteers throughout the organisation, including the Trustee Board.

## **Unsure what a Trustee does?**

You can read about the role of a Trustee on the Charity's Commission Website

<https://www.gov.uk/guidance/charity-trustee-whats-involved>

## **What our Trustees Do.**

Our Trustees play a vital role in making sure CARS achieve its core purpose. They oversee the overall management and administration of the charity. They also ensure CARS has a clear strategic direction and that everyone in the organisation is working towards delivering on our objectives. Just as importantly they support and challenge the Chief Executive and the management team to enable CARS to grow and secure the future of our organisation. The board members act collectively as a team to provide leadership and good governance.

As a small charity, Trustees may could be involved in supporting the charity beyond board meetings on sub-committees. They might advise on subjects related to their area of interest, skill, experience or expertise.

Although the role is unpaid, we reimburse reasonable expenses (like travel costs/ childcare to enable you to attend meetings).

## The role of the next Trustee.

Complete an introduction for your role

Maintain an awareness of how Citizens Advice Runnymede and Spelthorne is operating

Approve operational strategies and policies, monitor and evaluation their implementation

Read papers for board meetings so you can take an active part in discussions

Ensure the key risks are being identified, monitored and controlled effectively

Work in the best interest of our charity and for the communities we support

Use your unique skills and experience to help us meet our objectives

Contribute to regular reviews of CARS' own governance

## Who are we looking for?

To join us, you don't have to have any prior experience as a Trustee.

We are looking for volunteers who share our passion for helping people and have the time to carry out the responsibilities involved in being a trustee.

It would be good if you recognise in yourself **some** of the below:

- You are comfortable expressing your own ideas but also happy to listen to the views of others
- You enjoy building relationships with others and understand the power of working together in a team
- You think creatively and are always searching for that better solution
- You're committed and enjoy working as part of a team
- You are happy defining goals, setting targets, and reviewing performance for yourself and others.
- You are non-judgmental and respect views, values and cultures that are different to your own

We are particularly looking for people with **Lived Experience**. People who have knowledge of dealing with adversity and facing the challenges of belonging to a marginalised group. Perhaps you or someone you know well has had support from Citizens Advice or a similar organisation.

In addition, we are keen to raise money to expand our services and would welcome applicants with experience of **Fundraising**. Your help could be using your contacts in either the public or private sector or you could help in the preparation of funding bids, contract tenders, in securing donations or in general fundraising.

We aspire for our board to better reflect the diversity of those who belong to the communities that we support and so we particularly welcome interest and applications from LGBTQ+ people, Black, Asian and ethnic minorities, people with disabilities, women, and people under 40 years of age.

## **What you will gain.**

You get to develop skills you wouldn't necessarily access in other roles, learning from and working with people from all walks of life. On top of this, you will:

- Enjoy a meaningful experience, developing leadership/strategic skills
- Have the opportunity to shape the future direction of our charity
- Get good insight on how others work, respond to situations, and make decisions
- Learn about governance and the charity sector
- Enjoy the perks of teamworking for the good of your community
- Make a demonstrable impact and difference
- Grow your network and open up career progression opportunities available to you

## **Are you interested? Should we talk?**

If you are interested to find out more and would like an informal conversation prior to completing an application please email [volunteer@randscab.org.uk](mailto:volunteer@randscab.org.uk) Alternatively, please call the office on 01932 827187 and your call will be directed appropriately.

If you would like to apply, we welcome letters or short videos explaining why you are interested and how you feel you can help. If you'd prefer, we can send you an application that you can request by emailing [volunteer@randscab.org.uk](mailto:volunteer@randscab.org.uk). **We look forward to hearing from you.**