



Chair of Trustees

Appointment brief • August 2026

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Welcome

Thank you for your interest in the role of Chair of Trustees for Citizens Advice Buckinghamshire.

We are a well-run, respected local charity within the national Citizens Advice network, with offices in Aylesbury, Buckingham, High Wycombe and Chesham, and we are entering an important new phase. Demand for advice services continues to grow, public funding has reduced significantly, and we are ambitious about strengthening our reach, profile and financial resilience across Buckinghamshire.

This is not a turnaround. The organisation is functioning well. This is about acceleration.

We are seeking an energetic and well-connected Chair who can help us move confidently into this next chapter: strengthening funding, raising our profile across Buckinghamshire.

Government funding has reduced considerably, increasing the need for diversified income and strategic fundraising. At the same time, the national Citizens Advice network underwent restructuring in 2025 following a review of how to deliver improved performance, and Citizens Advice Buckinghamshire must align effectively with evolving national expectations and opportunities. The organisation is stable and well-managed, and there is a clear ambition to grow our reach, influence and impact.

The new Chair will:

- Help spearhead a growth agenda.
- Raise the charity's visibility and influence across Buckinghamshire.
- Strengthen relationships with local stakeholders, funders and commissioners.
- Support the CEO in strategic leadership and organisational development.
- Champion the role Citizens Advice plays in saving public money and improving productivity and independence in local communities.

We look forward to receiving your application.

About us

Citizens Advice Buckinghamshire was established in April 2021 following the merger of three former Citizens Advice bodies. We provide free, independent and impartial advice to people living in Buckingham, High Wycombe, Aylesbury Vale and the Chilterns.

We can all face problems that seem complicated or intimidating. As a registered charity dedicated to supporting people in Buckinghamshire, we believe no one should have to face these problems without free, good quality, confidential and independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

Our team of 33 staff and around 100 volunteers are dedicated to helping people across Buckinghamshire. Support is delivered through integrated multi-channel advice, including live sessions in our advice clinic, webchat, social media, our website, outreach and in-person services. Our advisers are trained to understand each client's full circumstances, provide the right advice and equip people with the knowledge and confidence they need to resolve the problems they are facing.

No one else sees so many people with such a wide range of issues. That gives us unique insight into the challenges facing our communities. As a trusted local charity, we help thousands of people each year.

People contact us about everything from benefits to hate crime. Our core areas of advice are benefits, housing, debt, employment, immigration, family and consumer issues. The four issues most commonly raised are:

- Benefits
- Debt
- Housing
- Employment

Citizens Advice Buckinghamshire plays a crucial role in:

- Preventing crises through early advice.
- Reducing pressure on councils and government services.
- Helping individuals resolve issues around debt, housing, employment, benefits and consumer rights.
- Enabling people to become more financially stable, resilient and economically active.

Our Vision

To build a better Buckinghamshire. We know our services can transform our clients' lives – practically, financially and emotionally.

Our Mission

Helping those who need us most. Focusing on prevention and empowerment to help our clients resolve as many issues as we can.

More information

Our annual report and accounts can be found [here](#).



About the Chair of Trustees role

Why This Role Matters

Citizens Advice Buckinghamshire prevents small problems becoming crises - saving families, councils and public services time and money. As Chair you will help the organisation grow its reach, income and influence across Buckinghamshire at a pivotal time.

What you'll do

- Complete a full induction and maintain a thorough, ongoing understanding of how the local Citizens Advice operates.
- Work with the CEO to agree strategic priorities and key performance indicators (KPIs), ensuring the board monitors organisational impact and progress against strategy.
- Work with the Board and CEO to plan the board's annual cycle of business, including setting meeting dates and agendas.
- Prepare for and chair Board meetings: steer discussion, draw out diverse perspectives, seek clarification where needed and secure clear decisions.
- Ensure Board decisions are implemented and that all activity complies with the Citizens Advice membership agreement, governing documents, relevant policies and charity law.
- Monitor trustee attendance and engagement, addressing any concerns about commitment promptly.
- Identify and arrange trustee training and development; ensure all trustees receive a comprehensive induction and complete required training.

- Lead recruitment of a diverse, skilled Board with the CEO and trustees, actively encouraging applications from under-represented groups.
- Plan for succession to key roles, including Chair and Treasurer.
- Provide regular support and oversight to the CEO, including leading the annual appraisal process.
- Ensure the board provides effective safeguarding oversight for clients, volunteers and staff, and that safeguarding policies and training are current and regularly reviewed.
- Oversee the organisation's risk register and risk appetite, ensuring key risks are identified, mitigated and regularly reported to the board.
- Support the development of fundraising and partnership opportunities, using personal networks where appropriate to strengthen relationships with funders and stakeholders.
- Work with the Treasurer to ensure sound financial oversight, management and control.
- Represent the organisation, alongside the CEO, with funders, partners and the wider community at local events.

How much time do you need to give?

The role requires:

- **Four board meetings per year** (usually in the evenings, face-to-face, 2 hours each).
- **Four each of four online subcommittee meetings per year** (Finance & Risk, Operations, People, and Fundraising).
- **One annual strategic away day** (in person)
- **Annual staff & volunteers' day** (in person)
- Attendance and involvement in fundraising activities and key stakeholder meetings.
- Estimated time commitment: approximately 2-4 days per month on average, with flexibility during key periods.

What's in it for you?

- Use your experience to make a lasting difference in your local area.
- Build relationships with trustees, staff and volunteers.
- Strengthen your governance, leadership and strategy skills.
- Enhance your professional profile and employability.
- Reasonable expenses will be reimbursed.



Person specification

We are seeking an individual who combines strong governance capability with energy, sound judgement and a genuine commitment to community impact.

Knowledge and understanding

The successful candidate will:

- Understand the work undertaken by a local Citizens Advice and the wider Citizens Advice network.
- Understand and accept the legal responsibilities and liabilities of trusteeship.
- Be willing to learn about and uphold Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Be willing to undertake mandatory training relevant to the role.

Leadership and governance

You will:

- Bring a solid foundation of leadership skills.
- Be able to facilitate and chair meetings effectively, enabling constructive discussion and balanced participation.
- Knowledge of how to develop and oversee delivery of strategy, based on prior experience.
- Exercise independent judgement and sound decision-making.
- Be collaborative in approach while remaining confident and decisive when required.
- Provide line management, supervision and support to the Chief Executive Officer.
- Be commercially aware and financially literate, with sufficient numeracy to understand financial reports and accounts (with the support of the Treasurer).
- Bring knowledge of income generation through successful fundraising or sales activity.



Personal qualities and interpersonal skills

We are looking for someone who:

- Is energetic, forward-thinking and motivated to help the organisation grow.
- Is credible and respected locally, with the confidence to represent the charity publicly.
- Is comfortable in networking environments and acting as an ambassador.
- Has strong interpersonal skills and the ability to build effective relationships.
- Demonstrates excellent listening, verbal and written communication skills.
- Is non-judgmental and respectful of views, values and cultures different from their own.
- Is passionate about community impact and social justice.
- Is committed to the values of independence, impartiality and inclusion that underpin Citizens Advice.

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, and people from ethnic minority communities.

If you are interested in becoming a chair of trustees 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

If you would like to apply, please send the following:

- An up-to-date CV
- A Supporting Statement (no more than 1 x A4 pages) outlining why you are interested in becoming Chair of Citizens Advice Buckinghamshire, demonstrating relevant experience for the role.

Please submit your completed application to our recruitment consultant Nick Shanks at Harris Hill: nick.shanks@harrishill.co.uk by **9am, Friday 11 September 2026**

Dates for your diary:

Closing date for applications:	9am, Friday 11 September 2026
First interviews (online panel):	22, 23 & 24 September 2026 (in the afternoon)
Second interviews (in person):	30 September & 1 October 2026 (in the afternoon)

Please could you also let us know if you will require any special provision should you be called forward for interview.

Please state in your application if you have any commitments during the interview period that may coincide with these dates.



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Chair of Trustees

Citizens Advice Buckinghamshire

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Are you a well-connected leader in Buckinghamshire with the energy and ambition to help a respected local charity grow its impact?

Citizens Advice Buckinghamshire is seeking an exceptional individual to become our next Chair of Trustees.

About Us

We are part of the national Citizens Advice network, providing free, confidential and impartial advice to thousands of people each year across Buckinghamshire. We have offices in Aylesbury, Buckingham, High Wycombe and Chesham.

Our work helps people resolve problems around debt, housing, employment, benefits and consumer rights, often preventing crises, reducing pressure on public services and enabling individuals to regain stability and independence.

The organisation is stable, well-managed and ambitious. Following reductions in statutory funding and changes across the national network, we are now focused on strengthening income streams, raising our local profile and entering a new phase of growth.

The Opportunity

It is an opportunity to build on strong foundations and take the organisation forward.

As Chair, you will:

- Provide strategic leadership to the Board of Trustees.
- Help strengthen funding and sustainability.

- Raise the profile of Citizens Advice across Buckinghamshire.
- Represent the organisation with funders, partners and the wider community.
- Champion the difference we make to people's lives.

We are particularly interested in candidates who live in, or have strong knowledge and networks within Buckinghamshire (ideally central or south).

Who We're Looking For

We are seeking someone who brings:

- Strategic leadership experience (board or senior executive level).
- The confidence to support and constructively challenge a CEO.
- Strong networking skills and credibility locally.
- Commercial awareness and financial literacy.
- An interest in fundraising and partnership development.
- A genuine commitment to community impact.

Prior Chair experience is welcome but not essential. Energy, judgement and the ability to build relationships are key.

Time Commitment

- Four face-to-face Board meetings per year (2 hours each).
- Four subcommittee meetings per subcommittee annually Finance & Risk, Operations, People, and Fundraising).
- Annual strategy Away Day.
- Annual Staff & Volunteers Day.
- Attendance at selected fundraising and stakeholder events.
- Approximate commitment: 2 -4 days per month.

Why This Role Matters

Citizens Advice Buckinghamshire helps people solve problems that, left unaddressed, cost families, councils and government far more in the long term.

As Chair, you will help ensure this essential service continues to thrive, supporting residents to become more financially secure, resilient and able to contribute fully to society.

For more information and how to apply download the Appointment Brief.

Closing date: 9am Friday 11 September 2026

Join us in shaping the next chapter of Citizens Advice Buckinghamshire.

As leading charity recruitment specialists and a certified B Corp™, Harris Hill is committed to high and ever-improving standards of equitable and inclusive recruitment. We actively welcome applications from all sections of the community regardless of age, disability, gender, race, religion, sexuality and other protected characteristics.