



Trustee Recruitment Pack



Torrige, North,
Mid & West Devon



**Citizens Advice Torridge,
North, Mid and West
Devon**

Hello!

Vicki Rowe

Chief Executive Officer

At Citizens Advice Torridge, North, Mid and West Devon (CA TNMWD), we helped more people than ever before in 2022-23 and people are presenting us with more complex problems with the cost-of-living crisis.

To tackle unprecedented levels of demand we continue to build our partnership working with Macmillan and The Trussell Trust alongside, securing funding to offer increased services in advice areas such as energy, debt and welfare benefits.

I am delighted to say that we had exceptionally positive responses to our annual people survey which reflects the view that people enjoy their work at CA TNMWD and consider it to be great place to work with core values of respect, good training and ongoing support being an important part of that.

It is also extremely gratifying to see that over the first half of year 2023-24 over 80% of the people we helped said that they would recommend our service, that it had helped them find a way forward and that they would not have been able to resolve their problems without our help.

So, what of the future? Plenty more of the same. The pressures of the increased cost of living continue to put pressure on the service. We shall continue with our robust funding strategy and partnership working in order that we help more people with the problems they face. I am confident that we have the right expertise within our workforce to continue to develop a successful, sustainable service in the future.



Our Trustee Board

Jilly Collins

Chair of Trustees

Trustees are expected to ensure that the Charity carries out its purposes for the public benefit and that the Charity complies with its governing document and the law. Trustees also ensure that the Charity's resources are managed responsibly and that it is accountable.

We hold four trustee board meetings a year in venues around the Torridge, North, Mid and West Devon area plus an Annual General Meeting. We have two Strategy Days where we meet with the Leadership Team to discuss the business plan and agree future strategy. In addition, we like to attend individual team meetings in local offices.

Currently we are a board of five trustees and wish to recruit two or three more trustees with skills and experience in Human Resources, Health and Safety and/or Public Relations. Diversity and inclusion are fundamental values for us and we would love to hear from people who are under-represented in the wider society.

As with all our volunteers and paid staff, we get the necessary training and ongoing support we need to fulfil our role.

Being a trustee is a satisfying experience and I am extremely proud of all that the Charity has achieved, often in difficult circumstances.

As a trusted and recognised voice, Citizen's Advice can make a real difference, not just to individuals but also to local and national decision makers and to be a trustee is an opportunity to be part of something meaningful in your local community.



**We're here
to help**

Our advisers

Our trained advisers provide information and advice to clients across a range of topics, including:

- Benefits
- Debt and Money
- Housing
- Employment
- Family
- Consumer
- Health
- Immigration
- Law and Courts

About us

Citizens Advice Torridge, North, Mid and West Devon is a local Charity that provides free, independent, confidential and impartial advice on all subjects to members of the local community.

We aim to ensure that no-one suffers through lack of knowledge of the rights, responsibilities, and services available to them, or through an inability to express their needs effectively.

The Charity covers half of Devon, serving a population of over 300,000 people through a multi-channel service involving face to face, Webchat, email and Adviceline (telephone) services.

Citizens Advice Torridge, North, Mid and West Devon holds a membership agreement with national Citizens Advice and we strive to provide high quality advice and information.

We are regulated by the Financial Conduct Authority (FCA) and accredited by the Advice Quality Standards (AQS).



Our aims

We have a clear set of strategic aims. These allow us to provide the advice and support people need for the problems they face and work towards changing policies and practices that affect people's lives.

We value diversity, promote equality and challenge discrimination.

To find out more about us, [click here](#).



Who we are

Organisation structure

Citizens Advice Torridge, North, Mid and West Devon is led by CEO Vicki Rowe who leads a team of 113 staff and volunteers. There are:

- 72 volunteers
- 41 staff working within:

Advice Services, Finance, HR and Recruitment, Business Funding, Projects, Training and Administration.

Our Impact in 2022/23



15,088 clients helped



13% increase in clients dealt with from 2021/22



34,053 new issues dealt with



523 cases sent to national Citizens Advice as part of our Research and Campaigns work



9,605,780 income gained for households



7 out of 10 people felt less stressed, depressed and anxious after seeking our help



32,017 hits on our local website



4 out of 10 people felt that their physical health improved after seeking our help

What will you do as a Trustee?

- Complete an induction for your role.
- Have a commitment to the aims principles and policies of the Charity.
- Prepare for and attend Board meetings and participate actively.
- Further the strategic objectives of the Charity by leading projects and doing work outside of Board meetings as agreed with the Chair and the CEO.
- Act in the best interests of the Charity at all times, and comply with the code of conduct for trustees.
- Act with integrity and avoid conflicts of interest, or declare them if appropriate so that a decision can be made by the Board as to ongoing participation in certain decisions.
- Stand by collective decisions.
- Maintain confidentiality about the Charity's affairs and matters relating to trustees and staff.
- Build and maintain knowledge and understanding of the Charity, how it operates and the role of a trustee.
- Develop local knowledge and networks in support of the work of the Charity.



What's in it for you?

Trustee benefits

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

We reimburse expenses too.

Who we're looking for

We currently have five trustees and are looking to recruit three more. We encourage and welcome people who are suitably skilled from all backgrounds.

We particularly encourage people who are disabled, or people from Black, Asian and minority ethnic backgrounds and LGBTQ+ groups as these people are currently under-represented at board level.

You don't need specific qualifications or skills but we are keen to hear from people with skills in Human Resources, Health and Safety and/or Public Relations. You'll also need to:

- Understand and accept the responsibilities and liabilities as a trustee.
- Be non-judgmental and respect views, values and cultures that are different to your own.
- Have good listening, verbal and written communication skills.
- Be able to exercise good independent judgment.
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Be willing to undertake training in your role.



Interested?

How to apply

If you are interested in joining our team of trustees and would like to offer your time and skills to support our Charity, please email:

recruitment@ruraldevoncab.org.uk

If you require this information in an alternative format or if there are any adjustments which can be made to aid your application or interview process, please let us know.

Citizens Advice helps people find a way forward.



We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

www.ruraldevoncab.org.uk

