

**citizens  
advice**

**Derbyshire  
Districts**

# Charity Trustee

(part time voluntary role)

## Can you help us change lives?

We are looking for volunteers to join our board of trustees to help lead the charity and support the management team in developing our services and securing the vital resources we need to meet demand.

We seek three enthusiastic individuals who can spare a few hours a month alongside any existing role or commitments to make our board up to 15 people.

Our aim is for a diverse board who represent our population and all those that use our services. No specific skills or experience required, but ideally applicants will live, study or work in or nearby the areas we service.

Our board comes from many different backgrounds. What they all share is a passion for representing the local community and the diversity of clients who benefit from our free and impartial advice.

This is an unpaid role but all reasonable expenses are reimbursed. A role as a trustee can provide you with a great deal of experience and satisfaction, the opportunity to develop your skills, and utilise any expertise and knowledge to benefit the local community.



***"I really believe in the work we do as trustees - supporting and overseeing an organisation that truly makes a difference to local people's lives."***

*Linda, vice chair of the board of trustees*

### Who we are.

Citizens Advice is a network of 300 local independent charities, and Derbyshire Districts (covering residents of Amber Valley, Derbyshire Dales, Erewash and High Peak) is a well funded and high performing member with over 150 staff and volunteers.

Last year our advice helped people in crisis stay in work, prevented families being evicted from their homes, helped thousands of people tackle crippling debt and enabled people to access the welfare rights they are entitled to.

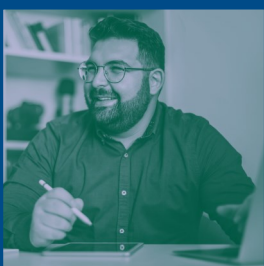
### We would love to hear from you.

We are keen to welcome people from all backgrounds with a broad range of experience as we aspire to have a diverse board which reflects our clients and communities.

Visit [www.citizensadvice.derbyshiredistricts.org.uk](http://www.citizensadvice.derbyshiredistricts.org.uk) to find out more about the role and download a recruitment pack.

**Completed applications to be sent to [hr@ddcab.org.uk](mailto:hr@ddcab.org.uk)**

**Closing date: when a suitable candidate is found**



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# Help us make a difference

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We are looking for  
volunteers to join our  
board of trustees

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## Information Pack



**Each year, Citizens Advice give millions of people the knowledge and confidence to find a way forward.**

**We do this by providing advice, education and support, and influencing policies and practices that affect our clients.**

**Our service provides free, independent, confidential and impartial on their rights and responsibilities.**

**We value diversity, promote equality and challenge discrimination.**

Citizens Advice operates as a network of individual local organisations. The service began in 1939 on the day war was declared. Its aim was to provide information on evacuation, homelessness and missing relations.

Over the last 84 years it has developed and grown in both scope and scale. Last year Citizens Advice helped 2.55 million people face to face, over the phone, by email and webchat. There were also 58 millions views of our online advice pages.

We help with everything from money issues to problems at work, housing to consumer rights. Sometimes a person has more than one problem, and often they are linked. We tackle issues in the round making sure people get all of the support they need.



Each individual Citizens Advice organisation operates as an independent local charity. It is not a part of Government and is not directly funded by taxes.

Citizens Advice Derbyshire Districts is a company limited by guarantee and a charity. The organisation is also a member of the National Association of Citizens Advice Bureaux (Citizens Advice).

This means that while the organisation is responsible for the services it delivers, the people it employs and the funding it generates, it does so within the membership agreement.

The membership agreement sets out what is expected of an organisation in order to operate as a Citizens Advice and covers areas such as governance, management, service delivery, finance and quality.

[You can find a copy of the 2021/22 Annual Accounts here](#)



# How we help

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Citizens Advice Derbyshire Districts covers a wide range of communities and needs, from rural hamlets to industrial towns. The majority of our clients are of working age, many with children or other dependents.

**In 2022/23 our advice has helped people stay in work, prevented housing evictions, kept families together and reduced the costs of health interventions.**

- **22,606 people helped**
- **109,814 problems tackled**
- **£15.1m secured in benefits and grants**
- **£5.1m debt rescheduled or written off**

## **Help on the high street...**

We provide face-to-face help and advice every week day through our network of **main offices** across the Derbyshire Districts area. They are located in Heanor for Amber Valley, Ilkeston in Erewash, Matlock for Derbyshire Dales, and Buxton, and Glossop in High Peak. All our offices provide both appointment and drop-in sessions enabling clients to access advice at times to suit their lives.

## **Help over the phone...**

Our **freephone Adviceline** covers the whole of the Derbyshire Districts area. It operates Monday to Friday, 9am to 4pm. Last year we received more than 14,000 calls from people across the Derbyshire Districts area. This service enables clients to make contact with us quickly regardless of location. A short assessment will then establish how best to help the client, through signposting or referral, on the spot information or booking an appointment with an adviser.

## **Help in the heart of the community...**

Our **outreach service** is one of the largest in the country, serving 84 locations. Our advisers run sessions in most GP surgeries, children's centres and local community buildings across our area. The project is focused on tackling the root cause of problems before they develop into health and crisis issues.

## **Help during a global pandemic...**

The **Covid-19 pandemic** brought with it new problems, challenges and uncertainty in the delivery of our services. But we adapted, and with the incredible resilience of our staff and volunteers, were still there to help people find a way forward, whoever they were and whatever their problem.

# Person specification

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**We are looking for enthusiastic individuals to lead our charity, help us develop our services and secure the vital resources we need to go forward. We need individuals who will bring relevant experience, vision and commitment.**

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

- 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 judgement
- 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, in particular on the role of trustee so you can understand and accept the responsibilities and liabilities

# About the role



As a trustee of Citizens Advice Derbyshire Districts, you will be responsible for developing and guiding the strategic direction of the organisation as well as ensuring the long term stability of the charity.

You will need to communicate effectively with the rest of the board as well as stakeholders, potential donors and opinion formers. You will need to be persuasive and have good influencing skills.

## Commitment and remuneration

Citizens Advice Derbyshire Districts has a maximum of 15 trustees who meet as a full board four times a year.

Trustees are also expected to attend one of three subcommittees (finance, human resources and service delivery) that meet in line with the board meetings.

Meetings are two hours long and take place in Matlock. They are generally held in the day or early evening, although we can provide flexibility on timing.

In addition, it is hoped that trustees will become actively involved in the charity by attending away days, fundraising and promotional events or by participating in working groups.

Trustees are appointed for an initial period of three years, but are eligible for re-election for a further term of office of three years (maximum of six years total).

Reasonable expenses will be met.

## Key responsibilities

- to commit to the vision and ethos of Citizens Advice Derbyshire Districts
- to safeguard the good name and reputation of Citizens Advice Derbyshire Districts and be an effective ambassador
- to contribute actively to the board of trustees by giving strategic direction, setting overall policy, defining goals and priorities, setting targets and evaluating performance
- to ensure that the organisation complies with its governing documents, charity and company law and other legislation and regulations
- to ensure the financial stability of the organisation and its efficient administration
- to support and constructively challenge the senior management as a "critical friend"

Trustees are required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent you from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of an offence.

You can find more about the duties and responsibilities of trustees here:  
[www.charitycommission.gov.uk/publications/cc3.aspx](http://www.charitycommission.gov.uk/publications/cc3.aspx)

# How to apply

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Any queries? Or to discuss the opportunity further contact Dorcas Bunton, Chair of Trustees at [Dorcas.bunton@ddcab.org.uk](mailto:Dorcas.bunton@ddcab.org.uk)



or Chloe Doxey, Chief Officer at [chloe.doxey@ddcab.org.uk](mailto:chloe.doxey@ddcab.org.uk)

To apply, please complete and return the application form along with a CV and covering letter to [hr@ddcab.org.uk](mailto:hr@ddcab.org.uk)

Closing date: when a suitable candidate is found  
Interviews: TBC

# Application form

## Trustee



Please return this form to [hr@ddcab.org.uk](mailto:hr@ddcab.org.uk) or email your CV and cover letter.

<b>Full Name:</b>	
<b>Address:</b>	
<b>Phone:</b>	
<b>Email:</b>	
<b>Position:</b>	<b>Trustee / Trainee Trustee</b>
1. Describe any skills you have that would be useful for the role.	
2. Please give details of any previous or current experience, including any voluntary roles.	
3. What do you hope to gain from the experience?	
4. Is there anything else you would like to say about yourself, in support of your application?	
5. How did you hear about this opportunity?	
6. Please tell us about any specific needs you would like us to consider, either at the interview or if we offer you a trustee role:	



**References:** Please give the names and addresses of two people, other than your family, who can tell us about you – for example, an employer, teacher or someone who knows you well.

**Referee 1**

Name

Address  
Postcode

Telephone

Email

In which context does this referee know you?

**Referee 2**

Name

Address  
Postcode

Telephone

Email

In which context does this referee know you?

**Criminal Convictions**

The successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. More information can be found in the information pack. Please get in touch to see our policy on criminal background checks.

**Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? Yes / No**

If yes, please provide details of the offence and the date of conviction:

**Declaration**

Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Derbyshire Districts, and if appointed, for the purposes of voluntary employment at Citizens Advice Derbyshire Districts.

I confirm that to the best of my knowledge, the information I have provided in the recruitment process is true and correct. I understand that if appointed on the basis of false information, I may be summarily dismissed.

**Signed:**

**Date:**

**Confidential diversity monitoring form :**

*Please note this section will be detached before sending your application to the recruitment panel for shortlisting. The panel will not see this information and it will not affect your application.*

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

**Data protection overview**

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor the diversity of our applicants. The information you give us will be kept securely, won't be shared outside the service and is confidential. It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes. If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

**How did you hear about this opportunity?** Please include details below:

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**Age** - Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	
25 - 34	
35 - 44	
45 - 54	
55 - 64	
65 and over	
Prefer not to say	

**Gender** - What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	
Male	
I prefer to use another term – please write in.....	
Prefer not to say	

**Gender identity** - Do you identify as \*Trans?

Yes	
No	
Prefer not to say	

\*Trans is an umbrella term to describe people whose identity is not the same as the sex they were assigned at birth. People under the trans umbrella may describe themselves using one or more of a wide variety of terms – including transgender.

**Sexual orientation** - What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Bisexual	
Gay Man	
Gay Woman/Lesbian	
Heterosexual/Straight	
I prefer to use another term – please write in.....	
Prefer not to say	

**Disability** - Do you consider yourself to be a disabled person or do you have a long term health condition?

Yes	
No	
Prefer not to say	

**Neurodiversity** - Do you consider yourself to be neurodiverse?\*

Yes	
No	
Prefer not to say	

\*Neurodiverse is an umbrella term to describe a number of neurodevelopmental conditions including ADHD, autism, dyslexia, dyspraxia, dyscalculia and dysgraphia.

*The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.*

**Religion or belief**

Which group below do you most identify with? Put a cross in the relevant box.

Buddhist	
Christian (including all denominations)	
Hindu	
Jewish	
Muslim	
No religion	
Sikh	
Any other religion or belief – please write in.....	

### Ethnic origin

How would you describe yourself? Choose **one** section and put a cross in the relevant box within it or write in other.

<b>Asian/Asian British</b>	Bangladeshi	
	Chinese	
	Indian	
	Pakistani	
	Any other Asian Background Please write in.....	
<b>Black/African/ Caribbean/Black British</b>	African	
	Caribbean	
	Any other Black/African/Caribbean background Please write in.....	
<b>Mixed/multiple ethnic groups</b>	White & Asian	
	White & Black African	
	White & Black Caribbean	
	Any other mixed/multiple ethnic background Please write in.....	
<b>White</b>	British/English/Northern Irish/Scottish/Welsh	
	Gypsy or Traveller	
	Irish	
	Any other White background Please write in.....	
<b>Other ethnic group</b>	Arab	
	Other ethnic origin Please write in.....	
<b>Prefer not to say</b>		

**Thank you for your co-operation.**