

# Trustee role profile



## Our Charity

Citizens Advice Winchester District (CAWD) is an independent local charity that delivers free, high-quality advice to people from across Winchester City and the wider District. Our advice improves the lives of thousands of individuals each year, providing a lifeline to people when they're at their most vulnerable and helping fight for social justice.

People come to us for support with all kinds of issues including money, benefits, housing, relationship disputes, employment and more. This gives us a unique insight into the challenges people are facing in our community. Our goal is to help everyone find a way forward, whatever problem they face, and use our clients' experience and stories to push for positive change locally and nationally.

We are a small charity with a dedicated paid team of just over 11 full-time equivalent staff and a large team of trained volunteers (currently around 80) who deliver most of our advice. We don't receive any central government or national funding and are totally reliant on local fundraising and donations.

We have offices in Winchester and Wickham, where we see clients face-to-face, as well as delivering our telephone and email advice services. We also run outreach sessions across the District in partnership with other organisations, such as food banks, and have recently started a home-visiting service.



## Governance of the Charity

CAWD is a registered charity (No. 1144965) and a company limited by guarantee. The charity's governing document is its Articles of Association. The Charity is governed by a Board of Trustees. The number of Trustees cannot be fewer than three or more than 15, the current Board has 8 trustees.

While we are an independent charity, as a local Citizens Advice service, we are also a member of national Citizens Advice from whom we have a great deal of support and access to resources. We are also affiliated with Citizens Advice Hampshire, a consortium of Hampshire Citizens Advice offices delivering county-wide services and initiatives.



## What will you do?

We want you to feel part of the team, not just someone who turns up to board meetings. As a trustee we expect you to:

- learn about CAWD through your induction
- visit our offices, meet and shadow volunteers delivering advice, get to know our friendly team
- prepare for and attend board meetings, 4 times per year
- choose a specialist area that you can focus on as trustee lead – this may relate to your professional experience or your interest.
- work in smaller groups with other trustees or staff on one-off projects (recent examples include an IT project and a premises move)
- ask questions and take part in discussions during board meetings and work with other trustees to:
  - Set the charity's vision, mission, and values.
  - Develop strategy, to achieve its objectives and monitoring its performance.
  - Ensure the charity seeks and considers the views of current and future users.
  - Act as guardian of the charity's assets.
  - Ensure compliance with constitutional, legal, regulatory, and fiduciary requirements.
  - Ensure the charity's governance is maintained to the highest possible standard.
  - Act as a critical friend to the charity – a supportive person who can ask difficult questions using critical thinking



## What's in it for you?

As a trustee you'll play an essential role in helping us deliver our frontline services to the local community and make sure we're accessible to everyone.

You will gain leadership, strategy and governance skills, improving your employability. You'll also have the chance to influence strategy and development at a time of significant growth in the need for our service. We'll reimburse expenses too!



## What do you need to have?

You don't need to have any experience of being a trustee. We are looking for individuals who can demonstrate some of the following:

- Experiences that will bring different perspectives to our trustee board e.g. having direct experience of using advocacy or support services, or being a member of, or working in, diverse or minority communities
- A commitment to improving the lives of others
- Respect for views, values and cultures that are different to your own
- Good communication skills and knowing how to work as part of a team
- Ability to exercise good independent judgment
- Willingness to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- Willingness to undertake training in your role
- Enthusiasm and a desire to get involved and make a difference



## How much time do you need to give?

A full induction programme is available to new trustees in the first 6 months to ensure they get a good understanding of Citizens Advice and can contribute effectively to the Board's work.

During your induction there is online training (which may take a few hours depending on experience) and we expect you to visit our office to see how we operate. You'll also meet with the CEO and Chair to find out more about the role.

The Board of Trustees meets formally 4 times a year, each meeting is around 2.5hrs. Preparation for those meetings is important and requires a commitment of an hour or so to read through (sometimes lengthy) papers. The AGM (2hrs) is in addition to these meetings, and is also attended by volunteers and staff.

As lead trustee you will meet with a staff member around 4 times a year, and will review policies relating to this area. You will also be encouraged to attend our annual strategic planning session with volunteers (½ day) and quarterly social or training events with volunteers (2 hrs), and to shadow volunteers at least once a year.

Each year you are required to undertake mandatory online training (GDPR etc) which also takes a couple of hours.



## 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 Black Asian Minority Ethnic (BAME) communities. 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.



## Contact details

If you are interested in joining us, please send an email to Sarah Gooding [chair@cawinchesterdistrict.org.uk](mailto:chair@cawinchesterdistrict.org.uk) telling us why you would make a good addition to the team, along with a CV if you have one.

We look forward to hearing from you!

