**London Citizens Advice Trustee Recruitment Information**

Dear prospective Trustee

Thank you for your interest in London Citizens Advice. This recruitment pack sets out more information about the organisation, our plans, the role of a trustee, how to apply, and timetable.

For the past two years London Citizens Advice has worked as an immensely successful informal coalition. On 27 February 2024 the Boards of the 28 London Citizens Advice charities approved the decision to transfer to a legal entity including registration with regulatory bodies and the draft Articles of the new charity. We are excited about the future and are looking for energetic, talented and committed individuals to join us as trustees.

**The new charity will have up to twelve trustees.** Five will be member trustees (one local citizens advice trustee for a London region), four independent trustees including the Chair of Trustees, and up to three co-opted trustees.

We are in the final stages of confirming the five member trustees and now looking to recruit four independent trustees including the Chair (if you are interested in the Chair role, please see Chair of Board recruitment information on the website)

**What is London Citizens Advice**

London Citizens Advice is a membership consortium of 28 Citizens Advice charities delivering advice services across London. Each of our members is a member of the national Citizens Advice network of around 250 charities. When we become legally constituted, we will be a consortium member of the Citizens Advice network.

London Citizens Advice exists to support and develop the work of local Citizens Advice, through adopting the following aims:

* Share, promote and assure best practice to build consistency and quality of the Citizens Advice Service
* Manage specified contracts on behalf of external partners in conjunction with agreed participating members.
* Identify and develop partnerships to pursue new sources of funding in London.
* Highlight the impact of, and influence responses to, social welfare issues by lobbying at a London and regional level

These reflect, and build on, the existing aims that exist though the informal London coalition.

* To ensure the London Citizens Advice voice is heard and has a seat at the table for London policy and service discussions
* To influence commissioners and key funders in terms of London-wide developments, including research and campaigns
* To respond to and apply for London advice funding opportunities
* To facilitate potential London business development and joint working

Over the past two years London Citizens Advice has raised awareness and understanding of the importance of advice for Londoners, responded to London consultations and policy development and successfully applied for project and services funding which, in turn, has further supported our members in delivering advice services to Londoners and developing advice capacity and training for voluntary sector.

**Our team**

We have two full time staff members – James Sandbach (London Development Manager) and Michelle Rose (Project Manager, Cost of Living Crisis Prevention service). Suzanne Hudson, who until recently was CEO at Citizens Advice Merton and Lambeth and a member of London Citizens Advice Steering Group, is working with us as a consultant lead on the transition work to full legal status including Board recruitment.

As an informal coalition, the operational work of London Citizens Advice is monitored and directed by the London Steering Group (SG) with members of up to 10 London Citizens Advice CEOs. The London SG reports to the London CEOs Forum.

Looking forward, when the new charity Board is in place, the London SG will step down and London Citizens Advice Board will be legally responsible and lead the strategic direction of the new charity. The London Citizens Advice CEOs Forum will continue to meet, and when the new charity is incorporated it will review the frequency and process to bring members together.

**London Citizens Advice Board**

The London Citizens Advice Board (the Board) will have legal responsibility for the governance of London Citizens Advice.

The Board will comprise of up to twelve trustees. The Board will ensure that the organisation delivers its stated objectives including:

* ensuring organisational purposes remain relevant and valid
* developing and agreeing a long-term strategy
* approving the Strategic Plan, Business Plan and Budget
* monitoring progress and spending against plan and Budget
* evaluating results, assessing outcomes and impact
* reviewing and/or amending operational plans and the Budget as appropriate
* The Board (Chair) will report back to members via the London Chief Officers Forum and at General Meetings of the charity.

Each trustee has a responsibility to contribute to discharging the Board’s responsibilities. We do this by:

* Contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance
* Monitoring charitable activities, ensuring compliance with our governing documents and policies and monitoring maintenance of Citizens Advice standards
* Monitoring the charity’s financial position and ensuring it operates within its means and delivers on its objectives with clear lines of accountability for day-to-day financial management
* Help steer London Citizens Advice through a period of development and change, managing risk and ensuring its financial viability
* Supporting the charity’s development through participation in agreed projects
* Supporting the charity’s campaigns and research work
* Understanding the business of London Citizens Advice
* Acting in the charity’s best interest at all times
* Regularly preparing for, attending and participating in meetings
* Being good ambassadors for the Citizens Advice service

Above all we are looking for people with strategic vision and independent judgement who together can support the charity and its small staff team. You will be a team player, able to support colleagues, input constructively and positively to discussions and to support and uphold collective decisions.

As a trustee you will support the charity’s values and objectives and will act as a positive and genuine advocate promoting the work of the charity within your personal networks and to the wider world.

**Diversity**

Equity, diversity and inclusion (EDI) is integral to all we do as a service, not only for our clients, but also for our staff and volunteers, and for our governance. Citizens Advice has a key role to play, as a change agent, to help advance EDI in society.

London is the most ethnically and socially diverse region in the UK, but there is abundant evidence that ethnic inequalities are persistent and widespread from employment and housing, to health, life chances and living standards. The leadership of London Citizens Advice should both reflect and understand the experience of the Capital city and the communities we serve. A Board that is well balanced in terms of EDI is likely to make better decisions for the charity and its beneficiaries. We would particularly welcome expressions of interest from trustees who have lived experience of the challenges that our service aims to redress.

**The commitment we need**

Each trustee attends Board meetings. These will be usually scheduled quarterly, but whilst we are in transition it is envisaged Board meetings will be more regular. As the charity develops and grows, we anticipate the Board will introduce delegated sub-committees and/or ad hoc working groups.

While trustees commitment will differ month-to-month, it will likely average **four to ten hours a month**. This allows for board and other meetings, reading papers in advance of these, and ad-hoc actions and discussions. The role of a trustee is unpaid, but reasonable out of pocket expenses are reimbursed.

Board and other meetings will usually take place on weekday evenings and will be hybrid although we recognise trustees will find it helpful to attend certain meetings in person when possible. Trustees will also be invited to attend key events.

**Trustee skills and experiences**

We are looking for people with strategic vision and good judgement who can support the organisation and its small team. We want team players, people with personal commitment and empathy, as well as an openness and a willingness to learn.

Across the Board of Trustees, we particularly welcome applications from those with key skills and experiences including:

* **Operational management and strategic development**
* **Finance**
* **Fundraising**
* **Communications, Research & Campaigns**
* **Legal**
* **HR and Training**
* **Voluntary sector experience**

**How to apply to be a Trustee**We ask all applicants to send a current CV, a covering letter and completed EDI form. Your covering letter should outline how your skills and experience meet our requirements, and why you would like to take on this role. Please email the documents to Suzanne Hudson at [shudson.londonca@gmail.com](mailto:shudson.londonca@gmail.com) by 6pm, Wednesday 29 May 2024. Shortlisted applicants will be invited to an interview in the first half of June.

Reasonable adjustments  
Let us know if you require any adjustments to our application process or would like to provide any additional information want us to take into account when considering your application.

If we invite you to an interview, we’ll also ask you if you have any access needs or reasonable adjustments to the interview and any associated task or assessment.

We welcome requests for adjustments to our recruitment process because we want it to be accessible and equitable.