

Citizens Advice St Helens (CASH): Board Member (Trustee) Role Description

Governance:

The Board is responsible for the governance of the organisation i.e., taking a high-level overview of CASH and its place in the community and using that to make long term decisions about strategic direction and values. It safeguards the good name and ethos of CASH and the Citizens Advice service. As the governing body, the Board has overall responsibility for the management of CASH. Board members are Trustees for the organisation and are also appointed as Directors. As such, they have specific statutory duties.

The Statutory Duties of a Trustee:

- to ensure that the organisation complies with its governing document, charity law, company law and any other relevant legislation or regulations
- to ensure that the organisation pursues its objects as defined in its governing document
- to ensure that the organisation uses its resources exclusively in pursuance of its objects: the organisation must not spend money on activities which are not included in its objects, no matter how worthwhile or charitable those activities are
- to contribute actively to the Board's role in giving firm strategic direction to the organisation, setting overall policy, defining goals, and setting targets and evaluating performance against agreed targets
- to safeguard the good name and values of the organisation
- to ensure the effective and efficient administration of the organisation
- to ensure the financial stability of the organisation
- to protect and manage the property of the charity and to ensure the proper investment of the charity's funds
- to appoint the Chief Officer (Bureau Manager) and monitor his/her performance

Main Duties and Responsibilities of Trustees:

Given the above statutory duties, as a member of the Board, each individual Trustee has a responsibility to contribute to the discharging of the Board's duties. They are expected to do this by:

- acquiring and maintaining an awareness of the business of CASH
- regularly attending, preparing for, and taking a full part in meetings
- actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance
- monitoring whether the service complies with its governing document, whether it meets Citizens Advice Standards and how well the advice needs of the local community are being met
- monitoring the financial position of CASH and ensuring that it operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management
- supporting the development of CASH through participation in agreed projects
- actively seeking to further the strategic objectives of CASH and acting in the best interests of CASH at all times
- taking responsibility for his/her own learning and development
- maintaining confidentiality about any sensitive or confidential information received in the course of duties as Trustee

Personal Skills and Qualities:

As a member of the Board, each individual Trustee is expected to bring his/her skills and qualities to the work of the Board. He/she adds to the collective knowledge and experience by providing:

- commitment and availability to attend Board meetings on a regular basis
- effective communication skills and willingness to participate actively in discussions
- willingness to gain knowledge of local needs and resources
- commitment to the aims, principles, and policies of the Local Citizens Advice service, including those relating to equal opportunities, independence, and social policy
- willingness and ability to act in the best interests of CASH
- ability to understand and accept their responsibilities as trustees and employers
- willingness to participate in the democratic process which develops Citizens Advice policies by area and nationally
- numeracy to the extent required to understand CASH accounts with the support of a Treasurer
- willingness and ability to learn and to develop their own attitudes
- ability to think creatively and strategically and to exercise good independent judgement
- ability to work as part of a team
- ability to demonstrate a professional approach and a high level of personal integrity

Whilst Board Members bring a diverse range of skills and experience, we are currently seeking to increase this diversity through the recruitment of Trustees who have knowledge and experience in one or more of the following areas:

- up to date experience of the voluntary sector
- fundraising, marketing, or media
- human resources
- information technology

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Compiled with reference to i) Trustee Recruitment Toolkit published by NCVO on behalf of The National Hub of Expertise in Governance and ii) National Association of Citizens Advice Bureaux

