



# CHAIR OF TRUSTEES

Information Pack

January 2019

## Citizens Advice Mendip, Highfield House, SHAPE Mendip Campus, Shepton Mallet BA4 5BT

Citizens Advice Mendip covers a population of approximately 110,000 from the Frome area across to Street. In the past year, 1 in 7 households in the area have used our well-known advice services. At present, more than 70 volunteers make the work of Citizens Advice Mendip possible. Almost half of our clients have disabilities or long term health conditions and the advice we provide is essential to supporting families in the Mendip area.

Citizens Advice Mendip has a turnover of around £400,000. We are a sound, well-established organisation, well regarded by the national Citizens Advice body and by our funders. In the past, we have been fortunate to attract excellent CEOs. A new CEO took over at the start of last year and is proving to be very talented and dedicated.

We have an ongoing programme to renew our trustee board and we are seeking a new chair this year. Trustees are expected to work with the CEO and other staff to shape strategy and give direction. The Chair provides leadership to the trustees and CEO and chairs meeting of the trustee board. We are looking for high-skilled individuals who wish to serve the local community. With the role of chair, we anticipate a short period as a regular trustee before committing to a more business-critical role.

The current board includes experience and skills from charities, industry and local government, mostly managerial. Some of our trustees are retirees, some are of working age. We hold four trustee board meetings a year at our offices in Shepton Mallet, usually in January, April, June and September (AGM). We also have an annual away day with staff and volunteers which our Chair leads on (March). Certain trustee positions have a heavier workload than others, but all trustees are expected to take on some additional responsibilities, such as a watching brief on a particular project or area of policy. The positions are voluntary, but where significant expenses are incurred, these may be reimbursed.

Reg Charity No. 1062605

Company Registration No.3368452

Authorised and regulated by the Financial Conduct Authority - FRN: 617662

<https://www.mendipcab.org.uk>.

Other Documents:   Annual Report 2017/2018  
                              Accounts 2017/2018

## Chair role profile

The chair should take control of meetings, ensuring that everyone who wishes to has a reasonable chance to speak and take part. She or he should be able to listen to and understand a wide range of views, present information clearly and concisely and get clarification of relevant points, thus enabling the board to make effective decisions. The board must demonstrate its leadership of the organisation. It is the chair's role to enable the board to do that.

In addition to the general trustee board responsibilities, the chair will be responsible for the following duties (although in some cases these may be delegated to or shared with other board members):

These duties and qualities are in addition to the general trustee role profile (see below).

## Main duties and responsibilities

(It is advisable that in some cases these are delegated to or shared with other trustees).

- Ensuring that board decisions are made within the remit of the governing document and the policies of Citizens Advice
- Planning the annual cycle of board meetings, and chairing and facilitating these to ensure their smooth running
- Planning the agenda for meetings with the secretary and bureau manager
- Developing membership of the trustee board to ensure that it contains the diverse range of skills, experience and knowledge needed to operate effectively, with due consideration for community representation
- Ensuring that successors for key posts - treasurer, chair etc. - are identified and inducted in good time
- Ensuring that trustees receive induction and adequate training to enable them to fulfil their roles
- Monitoring the calibre, level of commitment and attendance of all trustees
- Ensuring that the board reviews its own work and how effectively it operates; making sure to take any corrective action required
- Ensuring that the board is able to seek the views of all sections of the community served by the bureau
- Checking that decisions taken at meetings are being implemented
- Ensuring that the board reviews the work of the bureau.
- Liaising with the bureau manager to keep an overview of the bureau's business
- Providing or arranging for support and supervision for the bureau manager, including annual appraisal
- In conjunction with the treasurer, ensuring proper management and control of bureau finances

- Representing the bureau in the community and at public events
- Representing the bureau in relationships with funders and negotiating for funds for staffing, premises or equipment
- Ensuring that the bureau plans for the recruitment and turnover of paid staff and volunteers.

## Personal skills and qualities

- leadership skills
- experience of chairing meetings and committee work
- facilitation skills
- tact and diplomacy
- excellent communication and interpersonal skills
- impartiality, fairness and the ability to respect confidences.

It is desirable for the chair to have knowledge of the type of work undertaken by the bureau and a commitment to keeping ahead of the changes in the organisation that take place.

## Main duties and responsibilities for all trustees

Each individual member of the trustee board has a responsibility to contribute to the discharging of the board's duties. They can do this by:

- maintaining an awareness of the business of the local Citizens Advice
- taking responsibility for their own learning and development
- 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 and ensuring that the local Citizens Advice operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management
- supporting the development of the local Citizens Advice through participation in agreed projects
- actively seeking to further the strategic objectives of the local Citizens Advice, and acting in its best interests at all times
- maintaining confidentiality about any sensitive or confidential information received in the course of duties as a trustee.

Please contact our recruitment partner, Jackie Dawkins at Shine Charity Recruitment, if you would like to discuss this opportunity in more detail. [jackie@shinecharityrecruitment.co.uk](mailto:jackie@shinecharityrecruitment.co.uk) 0884/841751