

Recruitment information pack

January 2021



Our aims

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Our principles

*The Citizens Advice service provides **free, independent, confidential** and **impartial** advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.*

Introduction from the Chair of the Trustee Board

Thank you so much for your interest in becoming a trustee for **Citizens Advice South Lincolnshire**. This pack will tell you about what trustees do, about the current trustees and how to take the next step.



We serve our community from offices in **Grantham**, **Spalding** and **Stamford**, and seven outreach centres. We are proud of the commitment and professionalism of our staff and volunteers who continue to deliver a tremendous service in challenging times.

I am privileged to be joined on the Board by **a committed, experienced and skilled team of other trustees** who share our vision. The Board operates with a clear understanding of the different roles of the executive staff and the trustees. The Board provides leadership and support for the Chief Officer and senior managers, while properly exercising its governance responsibilities.

We are now looking for new trustees to join the Board, to enhance its diversity and breadth of experience. Since our Treasurer will be retiring from the Board later this year, **we are particularly interested** in recruiting a new trustee to take on the role of **Treasurer**. We will provide full induction and a supported handover. **We are also seeking** new trustees with experience and skills in areas such as information systems, business continuity and local government.

If you have a passion to serve your community, **we would very much like to hear from you**. I would be happy to speak with you informally. You can contact me via email at: chair@citizensadvicesouthlincs.org.uk

Monica Stark

Chair of the Trustee Board

Citizens Advice South Lincolnshire

About CASL

Citizens Advice South Lincolnshire (CASL) is an independent registered charity. We serve over 225,000 people in South Holland and South Kesteven. South Lincolnshire is very rural, covering 1,700 square kilometres. Our offices are at Grantham, Spalding and Stamford. We have widespread outreach sites at Bourne, Deeping St James, Grantham Foodbank, Holbeach, Long Sutton, Market Deeping and Sutton Bridge.

We support clients with debt, benefits, housing, relationship, employment and immigration problems. We offer information and advice, aiming to empower our clients to find a way forward. We influence policy makers with evidence from our research experience. We train our volunteers and staff to help with a wide range of issues. If we cannot help ourselves, we refer clients to specialists.

During the coronavirus pandemic, we have been helping people primarily on the phone and via email and online chat services, but more usually we also offer face-to-face advice. We campaign locally and nationally. We have around 30 staff, nearly all part-time, and over 120 volunteers.

We deal with more than 40,000 client issues a year, and this is increasing. The value of our volunteers' work is more than £790,000 a year. Our methods have changed, with flexible working by staff and volunteers, but we are operating at levels of activity similar to those before March 2020.

CASL is a member of the national Citizens Advice organisation, which celebrated its 80th anniversary in 2019. We are one of 250 individual charities operating under the Citizens Advice umbrella.

The tough economic climate limits funding for local services, but CASL's finances are comparatively strong. Major changes to benefits, the health service and education impact the lives of those most in need.

Three local councils provide our core funding: Lincolnshire County Council, South Holland District Council and South Kesteven District Council. Their support enables us to operate most of our services.

CASL was founded in 2016, following the merger of the local Citizens Advice charities for South Holland and South Kesteven. Predecessor Citizens Advice charities had operated locally for many years.

Our website offers more information about our work and our services:
www.citizensadvice-southlincs.org.uk

Our offices and outreach sites



Contains Ordnance Survey data © Crown copyright and database right

Trustee role description

i What do trustees do?

- complete a structured and supported induction for the role
- maintain awareness of how CASL is operating
- read papers for meetings and attend four Board meetings. four or five sub-committee meetings a year and some other events
- work on specific projects with other trustees and CASL staff
- take an active part in Board discussions and work with other trustees to fulfil **the Board's collective responsibilities**, including:
 - deciding policy and strategy direction, setting targets and evaluating CASL's performance
 - monitoring CASL's financial position, ensuring that it operates within its means and objectives, that there is clear accountability for day-to-day management and that proper financial controls are in place
 - monitoring how the service meets the needs of the local community
 - ensuring that the service plans its recruitment of staff and volunteers
 - reviewing CASL's work and how effectively it operates, including actions for improvement.

If you have specific knowledge, skills or experience, you may also be able to guide other trustees or senior managers in those specialist areas.

In addition, the Treasurer:

- guides and advises the Finance and General Purposes sub-committee and the Board on the key assumptions and financial implications of CASL's budgets, operational and strategic plans
- monitors CASL's income and expenditure, and in conjunction with the Chief Officer and other staff presents quarterly reports, including income and expenditure statements and balance sheets, to ensure that Board members understand the accounts and their implications
- ensures that CASL has an up-to-date and appropriate reserves policy and a realistic budget that meets the service's needs

- supports the Chief Officer and other staff on the approval of budgets, accounts, financial statements and other financial matters
- ensures that CASL's annual accounts are prepared in compliance with the Statement of Recommended Practice for Charities and submitted on time to the Charity Commission, the Registrar of Companies and the Financial Conduct Authority, and arranges for them to be independently examined (or audited if required)
- presents CASL's accounts at the Annual General Meeting in an accessible way for members, volunteers and staff
- keeps the Board informed about its financial duties and responsibilities
- monitors the accounting procedures and key internal controls, to be able to assure the Board that the charity's financial integrity is sound.

What's in it for you?

You can:

- join a well-known, respected national charity
- make a positive impact for people in your local area by ensuring that CASL is sustainable and that it meets the needs of your community
- meet people, work in a team and build relationships with trustees, staff and other volunteers
- gain valuable governance and board experience
- build on your leadership and strategy skills
- increase your employability.

Trustees are unpaid volunteers, but we can reimburse expenses, in line with our expenses policy.



What do you need to have?

Trustees don't need specific qualifications, but you'll need to:

- understand and accept the responsibilities and liabilities that we all share as trustees

- be non-judgmental and respect views, values and cultures that may be different from your own
- have good listening, verbal and written communication skills
- be able to exercise good independent judgment
- have good numeracy skills to understand accounts, with the support of the Treasurer
- 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 addition, the Treasurer will:

- be financially qualified, or have relevant accountancy experience
- be able to explain complex financial information in an accessible way, and
- ideally, have knowledge or experience of charity finances and fundraising.



How much time do you need to give?

The Trustee Board usually meets in the evening, four times a year. There is an annual half-day strategy meeting and a full-day all-hands meeting. Each trustee joins one of the three sub-committees, according to their interests. Each sub-committee meets four or five times a year.

Most trustees also take on a leadership role, guiding the charity in an area where they have experience or specialist expertise. You may also attend other meetings if you take part in projects, or meet with CASL volunteers and staff. There are occasional social events. We can be flexible about the time spent and how often you volunteer, so please talk to us.

Our **Treasurer** may also be involved in preparation of the annual budget, occasional meetings with outside bodies, approving monthly payroll, expenses and invoices, and similar activities.



Valuing inclusion

Our volunteers come from a range of backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black, Asian and Minority Ethnic (BAME) communities.

We operate an open application process. If you are interested in becoming a trustee and would like to discuss flexibility in location, time, 'what you will do' and how we can support you, please contact us.



Contact details and next steps

After reading this pack, especially the role description, if you:

- can bring the necessary skills, knowledge and passion
- are available to be part of a committed Board of Trustees, and
- will enjoy the opportunity of supporting the communities we serve

then we would love to hear from you.

For further information or an informal discussion,

please contact our Chair, Monica Stark, at chair@citizensadvicesouthlincs.org.uk

To apply, please complete:

- our short **Application Form**
- the **Skills and Experience Questionnaire**
- and a **Diversity Form** (which is not used for selection)
- and add **your CV**.

then send them to:

Monica Stark, Chair **via email** to: chair@citizensadvicesouthlincs.org.uk

Profiles of current trustees

Monica Stark – Chair of the Board of Trustees

I grew up in North London and started my career as a teacher. I became Head of Business Development for NSPCC East in Leicestershire in 1991 and then Director of Fundraising & Communication for the national charity Home-Start UK.

My most fulfilling role was as Chief Executive of Leicestershire Cares. This is a charity and membership organisation of employers who want to get their employees volunteering in the community. I developed projects to address poor literacy and numeracy and to support vulnerable groups into work or training, including offenders, homeless people and care leavers.



On retirement, I worked as a consultant supporting small charities with their strategy and fundraising and charitable foundations on strategy and governance.

I live in Oakham with my husband and have a son in South Witham and a daughter in London. At CASL, I also lead on business development and fundraising. I love painting in watercolour and am a keen gardener and dog walker.

Sameena Alladin – Trustee



Undertaking voluntary work is an important part of my life and my association with Citizens Advice has been a rewarding one, spanning more than 25 years. I began as a volunteer Advisor, a role I enjoyed thoroughly whilst a housewife. I have served as a trustee of three Citizens Advice charities. I am also a volunteer with the Gibberd Garden.

In my non-voluntary work, I am a solicitor, specialising in family law, and I am a Law Society-accredited All Issues Family Mediator. It is a continuing privilege to be part of an organisation that offers such excellent and much needed support to our communities, endeavouring to improve the lives of those who often have nowhere else to turn for assistance.

I lead on Research and Campaigns.

Gail Arnott – Trustee

I was originally a metallurgist, but after a few years realised I preferred the excitement of marketing, where I worked for eight years, including the role of marketing manager. After a career break to raise a family, I returned to work as Marketing Manager and subsequently Commercial Director for The Cresset, a leisure and entertainment centre, moving on to be Executive Director at a publicly funded theatre and arts centre, where I stayed for over seven years.



I am experienced in dealing with a wide variety of stakeholders, funders, Board members, volunteers and the media. I have been responsible for small and large teams, for budget setting and achievement of business plans, and for artistic and organisational growth. Now I hold several non-executive directorships in the arts and do voluntary work for Diabetes UK, as well as enjoying travel with lots of exploration and good food.

I chair the External Affairs sub-committee.

Jeremy Gibbs – Vice Chair

Volunteering has been important to me throughout my working life, including as a trustee in human rights charities. I have a keen appreciation of the work of Citizens Advice and the commitment of its staff and volunteers.



In my working life, the last seven years were spent in setting up a new higher education institution, as CEO. Before that, for 15 years I was a director of various companies, including a Cambridge-based electronics manufacturer and chairing a US-listed software developer, led an IT organisation and managed large numbers of people in heavy engineering. I moved to Stamford from Suffolk in 2006.

I chair the People sub-committee and I lead on complaints and governance.

Mark Hallewell – Trustee



I have extensive experience of financial services, including senior roles in debt collection, risk management and retail banking. I also spent five years in Public Policy at a UK bank, and 3 years as Senior Strategic Stakeholder manager at the Money Advice Service (now MaPS).

I and my wife recently moved to the area to be closer to our two sons and enjoy the wonderful countryside.

I joined Citizens Advice South Lincolnshire in December 2019, having worked with Citizens Advice in previous roles and seen the fantastic work they do for their communities. I lead on GDPR and information assurance.

Vicky Haw – Trustee

I grew up in North Nottinghamshire before relocating to Bourne, where I have been since 2004. I am lucky to have 2 children, one girl and one boy who are amazing!



I have worked in Food Retail for over 21 years in Senior Manager positions, leading large teams as well as being involved in future business strategy and operational execution. This is my first trustee role, however. Making a difference to colleagues and customers is incredibly important to me at work, which is why I was keen to join Citizens Advice as a Trustee to make a difference more locally.

I have worked for The Co-op for more than 20 years and I am currently a Regional Manager. I have lived in the area for over 15 years.

I have a real and genuine interest in community support, particularly equality of access to support and breaking down barriers for disadvantaged groups.

I lead on equality and diversity, and on health and well-being.

Heather McLoughlin - Trustee



I grew up in Rutland and attended Stamford High School for Girls and I completed undergraduate and master degrees at Trinity College, Dublin. My focus is helping charities to understand governance and strategic needs. I have worked for the Charity Finance Group and the Charities Aid Foundation as a charity advisor. I currently work for the Fundraising Regulator in the policy team.

I began volunteering with Oakham First Brownies while in school. I was a Games Maker for the London 2012 Olympics and Paralympics. In 2015, I volunteered in Kenya with Voluntary Service Overseas, working to help internally displaced refugees to access government support.

I have recently moved back to Rutland and seized on the opportunity of becoming a Trustee with Citizen Advice South Lincolnshire. I am excited to be able to help support CASL to continue to deliver the amazing work they do for the local community.

I lead on risk management.

John Morden – Trustee

I was born and spent most of my life in North London, moving to Deeping St Nicholas with my wife Maureen (and her horses) in 2009. We have two sons and two grandchildren, still living in London.



I have a degree in Electronics and my career was in communications, particularly mobile radio where I spent a number of years defining European technical standards. After obtaining an MBA in 1994 I joined BT, where I managed joint ventures in Europe, then held a variety of posts in product development, product management, portfolio strategy and finally I was responsible for Ofcom consultations on a variety of products. I left full time employment with BT in 2014 to offer consultancy on Telecom matters.

I became a Trustee of South Holland Citizens Advice in 2015. I chair the Finance and General Purposes sub-committee.

Melvyn Price – current Treasurer



I was appointed a trustee and treasurer of South Holland Citizens Advice Bureau in April 2014. At the time of the merger with South Kesteven Citizens Advice Bureaux, I became a trustee and treasurer of Citizens Advice South Lincolnshire.

For over 30 years I was a partner in a firm of Chartered Accountants based in Spalding. I am married with one grown up son.

I also chair a school Governing Body, I am a member of one of the Rotary Clubs in Spalding and treasurer of the Civic Society.

Sue West – Trustee

I bring 20+ years' Human Resources and employment law expertise to the CASL Board of Trustees. With a foundation of experience in large blue-chip organisations, I have spent the last 10 years supporting SMEs with their people management through my own consultancy.

I aim to champion and engage the wider workforce, including our volunteers, to ensure CASL continues to effectively deliver a range of advice needs across our region.

I lead on HR matters.

