



Trustee Role Description - Bridgend



What will you do?

Bridgend Local Citizens Advice, is one of a nationwide network of Local Advice offices throughout the UK, providing free, impartial and confidential advice to the population of the town of Bridgend in South Wales and the surrounding areas.

Advice services related to a range of key issues, including Debt, Benefits and Homelessness, are provided at the local office and outreaches, both face to face and by a range of other channels.

Each local Citizens Advice is a registered charity with its own Board of volunteer trustees who are collectively responsible for the governance of the organisation as a team. This includes setting and monitoring its strategic direction, ensuring that resources are used appropriately and effectively, making sure the charity is fulfilling its purpose and ensuring compliance with the relevant laws and regulations.

Trustees are part of the Board and generally you will contribute to the following key functions:

- Ensure that the charity complies with its governing document, charity law, company law and any other relevant legislation or regulations.
- Ensure that the charity's resources are utilised effectively and responsibly.
- Contribute to the development and delivery of our overall strategy
- Prepare for and attend meetings, training sessions and other events.
- Approve annual plans, strategies and budgets and regularly monitor their progress throughout the year
- Play an active role in the recruitment of new board members.
- Engage positively with staff, volunteers, local communities and stakeholders.
- Ensure the Board regularly reviews its effectiveness, structures and roles.

- Contribute specific skills, interests and contacts to support the organisation.
- Represent the Board publicly if required, and ensure high credibility and trust in Citizens Advice Bridgend and its work.
- Promote the organisation to a wider audience of potential funders and beneficiaries if required.

Specifically in terms of Bridgend Citizens Advice you will be involved in

- Developing our strategy for the next three years which includes our work on our client experience, reshaping and developing our organisation and our people, partnerships and networks, diversifying our funding and campaigning for change.
- Acting as a critical friend to the senior leadership team; to have oversight of the running of the organisation and support and drive the achievement of our strategy.
- Keeping up-to-date with what's happening in the Bridgend office and the sector in general via regular monitoring reports and updates from Kate, our Chief Officer, and keeping up-to-date with current affairs and local issues and opportunities.
- Contributing to the work of specific subcommittees and working groups (led by trustees) that make recommendations to the full trustee Board. Our work is mainly proactive but there are times where we need to be reactive and come together at short notice to quickly respond to a situation.
- Preparation and reading of different documents, carrying out research or producing resources, to enrich our discussions and inform our decisions when we come together in meetings.
- Attend regular Board meetings during the year, which are currently running every 6 weeks in order to keep up with the pace of change.
- Complete an induction for your role.



What's in it for you?

- make a positive impact for people in your local area by ensuring the local Citizens Advice is sustainable and meeting the needs of the community
- meet people and build relationships with trustees, staff and other volunteers
- build on your governance, leadership and strategy skills
- enhance your employability and career progression

- access opportunities to get involved in regional and national Citizens Advice network projects

And we'll reimburse expenses too.



What do you need to have?

You don't need specific qualifications but you'll need to:

- understand and accept the responsibilities and liabilities as trustees
- be non-judgmental and respect views, values and cultures that are different to your own
- be able to constructively challenge other views and opinions where necessary
- have good listening, verbal and written communication skills
- be able to exercise good independent judgement
- 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



How much time do you need to give?

Our Trustee Board usually meets every 6 weeks in the early evenings for up to 2 hours. In addition, if you choose to be involved in specific projects and activities, based on either your own specific skill sets, or a desire to learn new skills, then you'll likely need to allocate a total of up to 8 hours per month on average, to include other project meetings and activities.



Valuing inclusion

Our employees and 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

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