

Trustee Volunteer Role.

Trustees are volunteers who are expected to use their skills, knowledge and experience to help guide and govern their local Citizens Advice. They work with the Chief Executive and other staff to shape strategy and give direction.

This includes making sure that their local Citizens Advice is:

- Doing what it was set-up to do, such as offering high quality advice services to the local community.
- Complying with the law, including upkeep of premises, insurance, recruitment and equipment.
- Securing money to meet current and new demands, and that all funds are used responsibly.
- Recognised and valued by local organisations, funders and people, who are aware of the vital service their local Citizens Advice provides.

Attendance at regular meetings is expected by all trustees. Sometimes trustees will get involved in additional governance projects, such as supporting fundraising, developing strategy or overseeing HR procedures.

Within a board, some trustees will have a specific role, such as being the Chair, Treasurer or Secretary. These positions have defined responsibilities, such as chairing and facilitating meetings (Chair), overseeing the budget (Treasurer) and taking and circulating minutes (Secretary).

In 2015/16, the 2500 local Citizens Advice trustees said that they spent an average of just over 8.5 hours every month undertaking trustee business.

Most trustee boards meet in the evenings to allow people to fit around full-time employment or studying. However, outside of meetings, trustees may be required to give additional support, such as working with members of staff on key projects (such as budgeting, recruitment or communications).

No specific qualifications are required to be a trustee. Local Citizens Advice trustee boards welcome people of all ages, backgrounds and experience who are passionate about advice services and can bring innovative ideas, unique perspectives and good judgement.

Sometimes, a local Citizens Advice will be looking for a trustee with a specific skillset, such as experience in law, advice services or fundraising. If so, this should be outlined in the role profile and description.

- **Expenses** - all trustees are volunteers, which means they aren't paid. However, we do pay out of pocket expenses, such as travel to-and-from meetings.
- **Training** - all trustees are given training so that you know what is expected of you and how to carry out your role.
- **Experience** - being a trustee is a good experience to put on your CV. It shows that you can hold a position of responsibility, work with others and help to lead and guide an organisation.
- **Satisfaction** - as a trustee, you would be helping to deliver a vital local service that, along with other local Citizens Advice, helps millions of people every year to find a way forward.