

Citizens Advice Mid Mercia is a charity created to serve our local community of over 600,000 people across Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas.

We provide information, advice, support and training on a wide range of subjects such as debt, consumer services, energy, family, work, housing, health, digital skills and homelessness. Our Governing Body is a Board consisting of Trustees who provide independent judgement and oversight and are responsible for providing the strategic direction of our organisation.

Trustees play an essential role in ensuring that the charity runs smoothly and to make sure that:

- The services we offer are high quality
- Our clients' experiences are used to campaign for changes in policies or services locally and nationally
- Resources are secured to meet current and new demands and that all funds are used responsibly
- Recruitment and selection processes for staff and volunteers are fair, and we are representative of the local community
- Training and support are available for staff and volunteers
- Local partner organisations and funders are aware of the charity and its services

### **About Citizens Advice Mid Mercia**

It is an exciting time to join Citizens Advice Mid Mercia. We are a growing organisation that provides a range of services from quick advice, generalist advice, specialist advice, statutory and non-statutory health services as well as peer support and training. We provide services in a variety of outreach locations and are also based in Swadlincote, Derby City, Burton and Tamworth. We provide telephone and face to face advice services for people who want advice on a wide range of issues.

### **What is Citizens Advice Mid Mercia looking for?**

Following a review of our Board, we are looking for people who are committed to developing our services to the population of Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas. We are specifically looking for people with a finance, HR or legal background. Applications from women and individuals from Black, Asian and minority ethnic backgrounds are encouraged.

That is not the only criteria as the main element we are looking for is a passion to help us improve the lives of the people that we serve.

### **Practical Considerations**

Evening Board Trustee meetings are held approximately every 12 weeks. We also hold sub-committees every 12 weeks. The total time commitment for a Trustee is at least 1 day per month; induction and training are provided, as is support from an experienced and knowledgeable Trustee and staff team. Trustees are not paid, but expenses are covered. A DBS (criminal records check) will be required.

#### Essential

- Will require references
- Own computer or secure access to one
- Long term commitment

If you have any questions or wish to discuss the role, please email Claire Faulkner, Head of Compliance & Central Support at [staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk)

or visit our company website:

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

Job Type: Volunteer