



Trustee

Role description

Volunteer Role Title: Trustee

Hours: N/A

Location: Office based in Unit 3, Vincent House, 2e Nags Head Road, Ponders End, EN3 7FN.

About the role

Key Functions

What will you do?

- Maintain an awareness of how the local Citizens Advice is operating
- Read papers for board meetings and attend 5 meetings per year
- Work on specific projects with other trustees or staff within the local Citizens Advice to further the strategic objectives of the local Citizens Advice
- Take an active discussion during board meetings and work with other trustees to:
 - Set policy and strategy direction, set targets and evaluate the performance of the local Citizens Advice
 - Monitor the financial position of the local Citizens Advice ensuring that it operates within its means and objectives, ensuring that there are clear
 - Ensure that all the finances and supporting financial control systems of the local Citizens Advice are in order including that full financial records are kept for all transactions, that money is only spent for the purpose given, and that proper financial controls are in place to safeguard the organisation's resources

- Monitor the financial position of the local Citizens Advice ensuring that it operates within its means and objectives, ensuring that there are clear lines of accountability for day-to-day financial management
- Seek the views of all sections of the community and monitor how well the service meets the needs of the local community
- Ensure that the service plans for the recruitment and turnover of staff and volunteers
- Review its own work and how effectively it operates including action for improvement

What's in it for you?

- make a real difference to people's lives
- learn about a range of issues that affect our clients such as benefits, debt, employment and housing.
- build on valuable skills such as communication, listening, marketing and advertising
- increase your employability
- work with a range of different people, independently and in a team.
- have a positive impact in your community.

And we'll reimburse travel expenses within the boundaries of Enfield too.

What do you need to have

- You don't need specific qualifications or skills, but you'll need to:
- be friendly and approachable
- be non-judgmental and respect views, values and cultures that are different to your own
- have excellent verbal and written communication skills
- have good IT skills
- 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



Valuing inclusion

Our 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 an Admin/Reception volunteer and need flexibility around location, time, 'what you will do' and how we can support you please include details in your application.

How to apply:

Please complete the application process on our website:

<https://www.citizensadviceenfield.org.uk/recruitment/>