**Citizens Advice Darlington, Redcar and Cleveland**

**Trustees x3 (Marketing, Social Media OR IT background preferred)**

**Darlington Redcar and Cleveland**

(The length of term is 3 years; attend two to three meetings per quarter plus an annual strategy away day and working groups as and when required.

*“Totally free, genuine, concise advice. Ordinary people are helping ordinary people. Most excellent.”*

*“I became upset during the appointment and was treated with such kindness. I have been given a follow-up appointment to help with other issues. I can't recommend the service enough!!*

*“The staff are very helpful as well as getting you to help yourself. Working together with the Citizens Advice can be very beneficial. Helping with debts, community care grants, advice on civil matters and much more.”*

Is this the kind of service you would like to be involved with?

Do you want to support those who provide these services and be part of the solutions?

Do you want to benefit the local community and enjoy the learning and challenges of being a trustee?

**Our organisation, our journey and our future goals**

Citizens Advice Darlington, Redcar and Cleveland is a member of the national umbrella body Citizens Advice; however, it works fully as an independent local charity run by local people to benefit local people.

We aim to provide the advice people need to solve their problems and improve the policies and practices that affect their lives.

The number of enquiries has increased over the past five years, from around 10,000 to just fewer than 30,000 per annum. The largest category of enquiries has alternated between Welfare Benefits and Debt Advice.

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Providing specialist advice in complex cases and offering outreach services requires Citizens Advice Darlington, Redcar, and Cleveland to employ over 24 staff and a dedicated volunteer workforce of over 66 individuals to support our local communities.

We are committed to our main purpose of providing free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We hugely value diversity, promote equality, and challenge discrimination.

We’re therefore excited to be seeking **three Trustees** to join our compassionate, driven, and purpose-focused Trustee team and support us on the next stage of our journey.

**What is in it for you?**

* You will make a hugely positive impact on people in your local area by ensuring the local Citizens Advice Darlington, Redcar, and Cleveland is sustainable and meeting the needs of our diverse communities. We cover urban, coastal and rural areas.
* Impact our charity's direction and the support we provide to those who use our services
* You will have the opportunity to meet people and build relationships with trustees, staff and other volunteers
* Build upon your governance, leadership and strategy skills.
* Increase your understanding of the challenges affecting individuals within our local areas.
* Impact our charity's direction and the support we provide to those who use our services
* Have your say and be heard on something that matters!

… And we’ll reimburse your expenses, too.

**What we are looking for**

We’re looking for individuals with passion and enthusiasm who want to make a difference in people's lives during these challenging times.

Ideally, we are interested in individuals with skills and experience in **marketing,** **social media, or IT**; however, we would also welcome applications from those with specialisms in other areas.

We would prefer, if possible, that applicants have a connection to the Darlington, Redcar, or Cleveland area and an understanding of the communities we serve.

Skills which would be highly beneficial include –

* Being non-judgmental and respectful of others’ views, values and cultures
* Highly effective listening, verbal and written communication skills
* Being able to exercise sound independent judgement
* Strong numeracy skills to understand accounts with the support of the treasurer
* Commitment and passion for Citizens Advice’s aims, principles and policies, including confidentiality and data protection
* Be willing to undertake ongoing training and development in your role.

However, **no experience is necessary as a fully mentored position is available.**

**Our opportunities**

Although these roles are unpaid, as a Trustee, you will play a pivotal role in guiding the strategic direction, governance, and impact of Citizens Advice Darlington, Redcar, and Cleveland, which makes a real difference to those living with challenges within our local communities.

Specific areas you would be involved in include –

* Working closely with the CEO to provide inspirational and strategic leadership within our organisation to ensure it is thriving, developing, and learning and it is effectively managed for the benefit of its users
* Working on specialist projects with other trustees or staff to further the strategic objectives of Citizens Advice Darlington, Redcar and Cleveland
* Taking an active part in discussions during board meetings and working with other trustees to set policy and strategy direction, set targets and evaluate performance, including action for improvement
* Work with other trustees to monitor the financial position of Citizens Advice Darlington, Redcar and Cleveland, ensuring that it operates within its means and objectives, that all supporting financial control systems are in order, money is only spent for the purpose given, proper financial controls are in place to safeguard the organisation’s resources, and there are clear lines of accountability for day-to-day financial management
* Seeking the views of all sections of the community and monitoring how well the service meets the needs of the local community
* Ensuring that the service plans for the recruitment and turnover of staff and volunteers is proactive and needs-based

**Interested? Get in touch!**

Closing date for applications – Noon 27 November 2024

Formal interviews – 3rd and 4th December 2024

Intended start date – January 2025

Further details and a specific candidate pack for the roles can be found at - www.citizensadvicedrc.org.uk