



CAML Trustee



Role Title: Trustee of CAML

Responsible to: The Chair of CAML Trustee Board

Background: Knowledge of the ethos and aims of Citizens Advice , CAML and the role of the Trustee Board.



Main duties and responsibilities for all trustees

Each individual member of the trustee board has a responsibility to contribute to the discharging of the Board's duties. They can do this by:

- Maintaining an awareness of the business of CAML.
- Taking responsibility for their own learning and development.
- Regularly attending, preparing for and taking a full part in meetings.
- Actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance.
- Monitoring whether the service complies with its governing document, whether it meets Citizens Advice standards and how well the advice needs of the local community are being met.
- Monitoring the financial position and ensuring that CAML operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management.
- Supporting the development of CAML through participation in agreed projects.
- Actively seeking to further the strategic objectives of CAML and acting in its best interests at all times.
- Maintaining confidentiality about any sensitive or confidential information received in the course of duties as a trustee.



Personal skills and qualities for all trustees

Each individual member of the trustee board brings skills and qualities to the board. They add to the collective knowledge and experience by providing:

- Commitment and availability to attend trustee board meetings.

- Effective communication skills and willingness to participate actively in discussion.
- Willingness to gain knowledge of local needs and resources.
- Ability to understand and accept their responsibilities and liabilities as trustees and employers
- Numeracy to the extent required to understand accounts with the support of a Treasurer.
- Willingness and ability to learn, and to develop and examine their own attitudes.
- Ability to think creatively and strategically, and exercise good, independent judgement.
- Ability to work effectively as a member of a team and to understand the concept of collective responsibility.
- Tact and diplomacy, impartiality and the ability to respect confidences.

Time commitment

- You will be required to attend four Board meeting annually.
- Other time as necessary to carry out the role diligently



Person Specification

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- A good, up to date understanding of equality and diversity and its application to the provision of advice.
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability to communicate effectively verbally and in writing.
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
- Demonstrable understanding of the issues involved in interviewing clients.
- Ability to research, analyse and interpret complex information.
- Ability to use IT systems and packages, and electronic resources in the provision of advice.
- Ability to monitor and maintain recording systems and procedures.
- A commitment to continuous professional development.

And we'll reimburse expenses too.



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.



Contact details

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, or to receive an application pack, please send an email to:
recruitment@citizensadvicemidlincs.org.uk