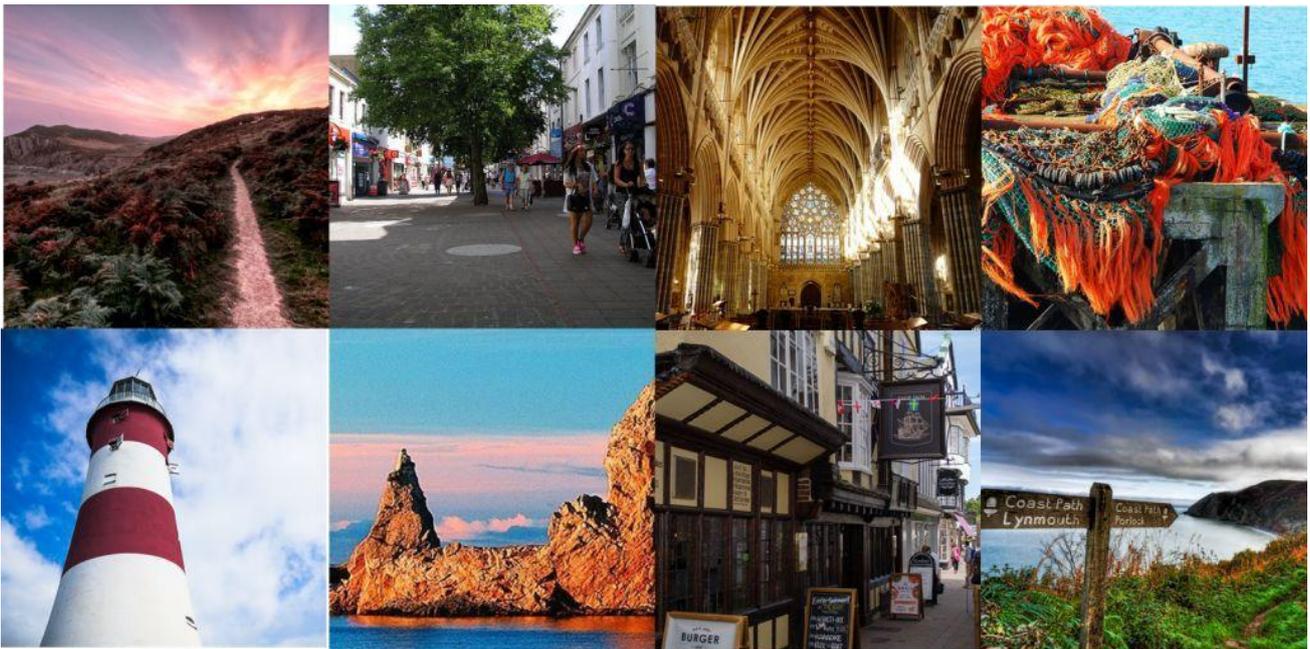




CHAIR OF TRUSTEES INFORMATION PACK 2021



Citizens Advice Devon is an operating name of CAB Devon.
Charity registration number 1148060.

Registered in England & Wales as a Company Limited by Guarantee, number 07975636

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Welcome from the Chair of Trustees



Dear Applicant

I hope that when you have read this information pack you will feel inspired to join our Board of Trustees. I am due to retire at the 2021 AGM in August and we are looking to appoint a new Independent Chair to join our Board. We are looking for someone who will have attained managerial/chief officer level during his/her career and be comfortable and knowledgeable in running Trustee Board Meetings which comprise Trustees from each Local Office.

It would be desirable, but not essential, that you have a background in either the Public or Charitable Sector and are able to make representations on behalf of CA Devon at a very senior level. This does not preclude anyone who has successfully made a career in business or the managerial sector at senior level.

We would welcome an application from you if you:

- Have the relevant experience
- Appreciate the commitment and role of a Trustee.
- Are a strategic thinker, with ability to identify opportunities and risks.
- Have good communication skills and would enjoy working as part of a close and friendly Board of Trustees.

We look forward to hearing from you.

With best wishes

David Incoll

David Incoll
Chair of Trustees

Our Aims and Objectives

Our core aim is to maintain a Citizens Advice service that is both relevant and accessible to the people of Devon. This means making sure people throughout Devon continue to have access to advice and information that:

- Is of high quality and independently assessed;
- Is available in ways and at times that suit people's needs, including by phone, digital and face-to-face channels.

Our key objectives for the next three years are to:

1. Work to achieve a sustainable future for the provision of Citizens Advice services throughout Devon.
2. Continue to develop our relationship with statutory organisations in Devon, including local authorities, health and police services, and look for imaginative and innovative ways to support their people-focussed objectives.
3. Increase our collaborative working with key partners in the voluntary sector to achieve better outcomes and greater efficiencies.

About Citizens Advice Devon

Citizens Advice Devon, established in 2011, is a consortium of seven Local Citizens Advice Charities in Devon, Plymouth and Torbay and we are seeking to appoint a successor to David Incoll, independent Chair, who has successfully led the consortium since its inception.

CA Devon was originally formed to receive, disburse and be accountable to Devon County Council for the annual grant funding to the five Local Offices which came under the County Council's auspices – Plymouth and Torbay Local Offices recognising the need for a pan-Devon approach, became founder members voluntarily. On the demise of the Devon Welfare Rights Unit (run by National Citizens Advice) CA Devon took on responsibility for the running and reporting outcomes of projects originally run by DWRU and mainly commissioned by Devon County Council. Since the acquisition of those projects, CA Devon has actively sought and successfully expanded the number of projects managed by the Local Offices but from vastly differing sources, eg Healthwatch, Victim Support and Help to Claim.

Collaborative working between the local offices and outside organisations, especially in the voluntary sector has been key to our success and we would expect an incoming Chair to build upon this and help 'future-proof' Citizens Advice services, which are free at the point of delivery, in the County of Devon and on the national stage.

Citizens Advice is a brand which carries an enormous amount of respect and, more importantly, influence. The quality and quantity of data we collect, and campaigns we run, are used by both national and local government to guide their agenda/policy setting. Citizens Advice is acknowledged as being apolitical and is recognised by over 97% of those polled as being a

trustworthy organisation - there simply to help the community. The role we are seeking to fill is both influential and prestigious as in the geographical County of Devon we bring to the local economy over £9m.

Chair Role Description

1. Lead on the strategic delivery of the aspirations of the Board and the priorities of the Business Plan.
2. Chair Board Meetings in an inclusive manner and take the lead on setting the agendae.
3. Ensure all actions flowing from Board Meetings are implemented.
4. With the Treasurer, ensure proper management and control of the finances and relevant procedures.
5. Act as “head of paid service” for staff and in particular line manage the Business Development & Partnership Officer with weekly dialogue on funding opportunities and funders’ meetings.
6. Maintain an effective working relationship with Devon LCAs and their Managers and build upon the success of the Devon CA family.
7. Represent the organisation at relevant high-level meetings with key funders; national Consortia Meetings and other opportunities to engage with CA nationally, particularly in securing funding opportunities provided by them.
8. Work together with all Trustees to ensure that the Board sets policy and strategic direction and ensure that the performance is kept under review.
9. Other relevant tasks set out on the CA website.

Person Specification

Individuals are sought who have a strong empathy with our work. We are looking for:-

- Senior management experience
- Experience in Chairing meetings
- Experience of building and sustaining relationships with key stakeholders and colleagues to achieve organisational objectives
- Able to demonstrate sound judgement and effective decision making
- A history of impartiality, fairness and the ability to respect confidentiality
- A commitment to promoting equality and diversity
- Commitment to the work of Citizens Advice Devon and a willingness to devote the necessary time and effort
- Preparedness to make recommendations to the board, and a willingness to speak their mind
- An understanding of the role and responsibilities of a Trustee

Other Information

Other Trustees

- David Incoll (Chair) Retiring
- Matthew Byrne (Treasurer)
- Edwina Bradshaw (East Devon)
- Richard Foxwell (Exeter)
- Sally Carruthers (Torrige, North, Mid & West Devon)
- Christopher Mottram (South Hams)
- Beverley Foster (Torbay)
- Peter Stafford (Torrige, North, Mid & West Devon)
- Roger Randall (Teignbridge)

Term of Office

Trustees are appointed by the Board for a term of 3 years which a total of 2 terms to be served subject to a satisfactory performance.

Meetings

The Board of Trustees meet five times a year on a Wednesday at 10 am in Exeter Civic Centre. Board meetings usually last about two hours.

Dates for 2021 Board Meetings:

- 19th May
- 18th August
- 17th November

Committees

There are 2 Committees (Finance and Projects) who meet four times a year

Expenses Whilst the role is unpaid, reasonable expenses are payable in line with the charity's standard expenses policy.

Recruitment Process

- A meeting with our recruitment partner, Jackie Dawkins of Shine Charity Recruitment (01884/841751 or jackie@shinecharityrecruitment.co.uk)
- Please send your CV and supporting statement to Jackie
- An initial and informal meeting with two Trustees
- An invitation to attend a Board Meeting as an observer.
- References taken
- A formal invitation to join the Board
- Induction