

# CITIZENS ADVICE SHROPSHIRE

## Role Description with Competencies and Person Specification

**Role: Trustee & Non-Executive Director**

### Role Description

- To take corporate, team and personal responsibility as a trustee and board member of CAS
- To support the chairman and chief executive whilst exercising personal responsibility and accountability
- To strengthen connections with the local community and stakeholders and represent CAS as required
- Share responsibility for communicating the decisions of the trustee board
- To promote equality of opportunity in service delivery, employment and voluntary activities within CAS service delivery;
- To contribute to strategic planning and structured decision-making;
- To contribute to the process of establishing the values and vision of CAS
- To participate in sub-committees, panels and meetings as required

### Statutory duties

- To ensure that the organisation complies with its governing document, charity law, company law and any other relevant legislation or regulations
- To ensure that the organisation pursues its objects as defined in its governing document
- To ensure the organisation uses its resources exclusively in pursuance of its objects: the charity must not spend money on activities which are not included in its own objects, no matter how worthwhile or charitable those activities are
- To contribute actively to the management board's role in giving firm strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets
- To safeguard the good name and values of the organisation
- To ensure the effective and efficient administration of the organisation
- To ensure the financial stability of the organisation
- To protect and manage the property of the charity and to ensure the proper investment of the charity's funds
- To comply with all relevant employment legislation
- To appoint the chief officer and monitor his/her performance

### Other duties

In addition to the above statutory duties, each trustee/director should use any specific skills, knowledge or experience they have to help the management board and its sub committees reach sound decisions. This may involve:

- Scrutinising board papers
- Leading discussions
- Focusing on key issues

- Providing guidance on new initiatives
- Other issues in which the trustee/director has special expertise

## **Competencies and levels**

**Communications** - The ability to deliver clear and convincing messages. The use of an engaging style matched to the particular audience and which invites a two-way dialogue.

- ***Level 2 - Encourages and enables open and participative exchanges***
- Welcomes and engages with those who have differing views
- Reacts in a non-judgemental and non-defensive way to challenges
- Uses a full range of styles to communicate
- Uses personal examples of feelings to engage an audience
- Actively values the contributions of others
- Encourages participation through probing and open questions

**Influencing** - The ability to persuade, convince, influence or impress individuals (both internal and external), in order to achieve results and gain support for ideas and initiatives.

- ***Level 3 - Transfers ownership and gains commitment***
- Uses an excellent understanding of people to identify what may appeal to them.
- Takes an audience with them to gain commitment and agreement
- Presents a compelling argument for a proposal or proposition.
- Uses experts or third parties to influence others.
- Builds relationships with key players for the purpose of gaining support.

**Trust and Values** - Behaving in a manner that is consistent with the organisational values and beliefs. Maintains high standards of honesty, confidentiality and truthfulness and demonstrates the ability to inspire the trust of others

- ***Level 3 - Promotes Integrity within the organisation***
- Confronts unethical actions in others even when it is difficult to do so
- Communicates intentions and highlights areas of self-interest in a way that demonstrates openness and honesty
- Gives constructive feedback to others where their actions are not in line with accepted values
- Acts as a role model to demonstrate accepted values and standards
- Is aware of differences between the interests of others and those of oneself even when these are in conflict
- Consistently acts to protect the interests of the organisation

**Leadership** - The desire and ability to inspire others to work towards stretching goals and achieve business objectives; communicating a compelling vision to generate commitment.

- ***Level 4 - Sets a compelling vision***
- Able to create a strategic vision for an area of work
- Visions and plans are persuasive, understood and people relate to their role within them
- Visions and plans are aligned with the organisation's mission and priorities

**Teamwork** - The ability to work in a manner that demonstrates collective involvement and achievement through active collaboration towards a common goal or objective.

- ***Level 1 - Works co-operatively with others***

- Works flexibly and is willing to cover for other team members.
- Gives assistance to other team members.
- Wants to be part of the team and expresses positive expectations of the team and its members.
- Supports team decisions.
- Understands the contribution of own role towards team goals.

### **Key requirements of a Trustee**

- Commitment to Citizens Advice Shropshire
- Willingness to devote the necessary time and effort
- Strategic vision
- Good, independent judgement
- Ability to think creatively
- Willingness to speak their mind
- Understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- Ability to work effectively as a member of a team
- Willingness to work within Nolan's seven principles of public life:- selflessness, integrity, objectivity, accountability, openness, honesty and leadership