



## Northumberland

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**Citizens Advice Northumberland is currently seeking new trustees to join our board to further strengthen our reach and impact into the communities of Northumberland, which last year supported 16,627 people with 37,889 issues.**

### **Who are Citizens Advice Northumberland?**

We give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Life can be tough for everyone at times and the need for **free, confidential, independent advice** in the coming years will be more important than ever as we are set for a period of uncertainty, complexity and change.

2019 marks the 80th anniversary of our service and we're still reaching those in need of help 80 years on. We're still offering face to face advice for anyone who needs it from 13 locations in the County, but today we're increasingly reaching people in new ways too, through our website, webchat or over the phone.

Benefits, debt and housing are areas we have always worked on and it's likely they will always be central to what we do, but we're increasingly working on very different kinds of problems too. We help people understand their consumer and employment rights and pension choices, deal with energy suppliers and preparing representation for people in court.

Now more than ever we are also working together and using our unique insight into the issues people are facing today to show big organisations and the government how they can make things better for people. We challenge prejudices and assumptions in order to solve problems and make people's lives easier. Our campaigns have contributed to real improvements in millions of people's lives - from changes to Universal Credit and a price cap on rent-to-own products, to more rights for renters and a better deal for energy consumers. Because that's why we're here. To give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem. For everyone, for 80 years.

It's an exciting time to join us as we continue to develop the service to meet the changing needs of Northumberland. Our current delivery includes:

- Countywide face to face, telephone and digital Advice and Advocacy services
- Macmillan Caseworkers providing welfare benefits support to those with life limiting illness and cancer
- British Gas Energy Trust advisers supporting people in fuel poverty to be able to both heat and eat
- The Bridge Project, our Building Better Opportunities programme, Advice Workers supporting those furthest from the labour market with finance, benefits and debt casework and advice
- Help to Claim, our National Citizens Advice offer for Universal Credit claimants helping them navigate the system of UC application, evidencing and award
- Money Advice Service, our FCA regulated debt and financial inclusion service supporting people managing £5million of debt in Northumberland this year

Further details of the role can be found at:

<https://www.citizensadvice.org.uk/about-us/support-us/volunteering/about-volunteering-with-citizens-advice/what-our-trustees-do/>

### **What are we looking for?**

**We are currently seeking new trustees to join our board to further strengthen our reach and impact into the communities of Northumberland.**

**In this round of trustee recruitment, we particularly welcome applications from people with specialisms in fundraising; communications and press; legal services or political strategy or previous experience of governance and board-level management, such as experience of chairing meetings, committee work and leadership skills exercised through a period change.**

**We would also encourage applications from individuals who would wish to hold an office within the charity as we will be looking to appoint a new Chair, Vice-Chair and Treasurer from within our number as the current incumbents' terms end over the course of 2019/20.**

### **What's in it for you?**

Decisions made by the board set the direction of our charitable activities and have a major influence on the success of our work so that local people are able to take decisions that directly affect their lives. The role provides a unique insight into the issues facing local communities and being a part of improving local people's lives is very rewarding.

### **What difference will you make?**

The trustees are collectively responsible for the overall governance and strategic direction of Citizens Advice Northumberland and for developing the organisation's aims, objectives and goals in accordance with governing documents and legal and regulatory guidelines and your energy and ideas will drive the organisation forward.

The position pays expenses, but no other remuneration.

### **How to apply**

For a full application pack or for any further information about the trustee roles, please contact [janebrown@citizensadvicenorthumberland.org.uk](mailto:janebrown@citizensadvicenorthumberland.org.uk) 07384 510724