
TRUSTEE RECRUITMENT PACK



**citizens
advice**

Liverpool

WELCOME



**A message from our CEO,
Heather Jessop and Chair
of Trustees, Alison
Gibbon:**



Thank you for your interest in becoming a Trustee.

Trustees are a vital part of Citizens Advice Liverpool, providing governance and expertise to the everyday running of our independent charity during a time when we're seeing our highest service demand in our over 85 year history. As a trustee, you'll be joining a passionate and committed board with a shared vision of a society where everyone has access to justice and advice.

Our mission has two parts: firstly, we provide free, independent advice on a range of practical issues, giving individuals the guidance they need to improve their lives and find a way forward. Secondly, we speak up for our community through advocacy work. We helped **31,429 clients in 2024 with 128,745 issues**, so we understand the real problems people are facing; we can share these insights with key decision-makers to become a catalyst for change in our community.

Being a Trustee at Citizens Advice Liverpool doesn't require any previous trustee experience, we value both professional and lived experiences to contribute to creating a diverse board that reflects the community we serve. We offer a supportive and rewarding environment where you can contribute your expertise and gain valuable experience in charity governance.

Our vision and values run through everything we do, and if you share these values, we encourage you to apply.

WHAT WE'RE LOOKING FOR

We want to increase the diversity of our board and encourage those from communities of colour to apply due to underrepresentation. This is important to us as we are committed to building a diverse and inclusive Board of Trustees that reflects the communities we serve.

See Page 10 for our Valuing Inclusion Statement.



We're looking to recruit two new trustees with experience in the following

1. Equality, Diversity and Inclusion (EDI)

As EDI Champion and a key member of the Board, you will provide insight and guidance to ensure that EDI principles are at the heart of our decision-making and strategy. We are seeking someone who can challenge thinking, inspire change, and help us nurture an inclusive culture. We are particularly keen to hear from individuals who have lived experiences of inequality or disadvantage.

2. Human Resources (HR)

This vital role involves overseeing our HR and Organisational Development (OD) strategies, ensuring alignment with our strategic goals. You will provide governance and assurance on key areas such as recruitment, retention, equality, pay, and staff development, while working with the CEO and other Trustees to foster a client-centred culture and drive organisational excellence.

If you're ready to use your expertise to support transformational change and give back to your community, we'd love to hear from you.

ABOUT US

The first Citizens Advice opened in Liverpool in 1937, established in the aftermath of the first world war and provided, amongst other initiatives, a casework service for families in need. Since then, we have continued to grow as a frontline service, finding innovative solutions to the advice needs of our community through free, confidential and independent advice and information services.

We're local and we're national: We are a local independent charity but are one of around 300 local members of "National Citizens Advice" – the national charity umbrella organisation, which provides the extensive information system we use to advise clients and sets standards for advice, training, equal opportunities and accessibility in our offices.

We're here for everyone: Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away. We currently operate across four permanent sites (Belle Vale, Garston, Walton & Wavertree) and many outreach locations across the city which we are continually reviewing to ensure we are reaching the people most in need of our services.

We're listened to - and we make a difference: Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us. Our top advice issues are benefits, debt and financial capability, energy, health, charitable support and foodbanks, and housing. We have a lot of data and insight into presenting and rising advice issues but we don't know everything.

We work with organisations across the city to understand more about the impact of the issues their communities are facing and the barriers they may face in seeking help. We're proud of our achievements and know they are only possible because of the huge levels of commitment shown by our staff and volunteers.

To find out more about our current projects, head to the [Citizens Advice Liverpool Website](#).



OUR MISSION, VISION AND VALUES

Mission

Citizens Advice Liverpool is a charity working to combat discrimination, alleviate poverty and remove barriers to justice. We do this by providing quality assured, free, trusted advice and information, delivered accessibly and innovatively. We are also an informed influence and advocate on social policy.

Vision

To create a better society without discrimination, poverty or injustice.

Values

QUALITY

We are committed to delivering a quality service and working to best practice standards in all aspects of our work.

A RESPONSIVE APPROACH

We are a flexible organisation that will listen and learn from the experiences of our clients and communities and respond to new needs and expectations.

ACCOUNTABILITY

We will work in ways which are open and transparent. We will regularly account for and report on our work to show how we are meeting our purpose and aims.

CREATIVITY

Ideas and ways of improving our work. We will encourage learning and feedback to encourage innovation.

FAIRNESS

We will treat all of our staff, volunteers, partners and clients with respect, fairness and humanity. We will go the extra mile for people.



OUR TRUSTEES



Alison Gibbon
Chair of Trustees

Background:
Consultancy,
third Sector
Trustee since:
2016



Paul Wilkie
Vice Chair of Trustees

Background:
IT, project
Management
Trustee since:
2014



Jyoti Vithlani

Background:
Public Health, social
care & leadership
development
Trustee since:
2021



Frank Hont

Background:
Trade unionist, local
governance, anti-
poverty
Trustee since:
2017



James Organ

Background:
Law, advice sector
Trustee since:
2015



Kim Crowe

Background:
NHS, third sector
Trustee since:
2017



Steve Anton

Background:
IT systems, third
sector
Trustee since:
2017



Stuart Turner

Background:
Accountancy,
business operations
Trustee since:
2017



Emma Carey

Background:
Law, leadership
Trustee since:
2021

OUR IMPACT

This year, demand for our services has continued to rise. We helped **33,307** clients with **132,605** issues, **25%** more issues than last year. Assistance with energy and food support, crisis and other cost of living related issues has trebled since 2021, with a total of **42,355** cost of living issues supported this year.

Following our advice, clients increased their household incomes by over **£21.1 million**, representing a **48%** increase in income gains compared to the previous year. Of this increase, almost £17 million is attributed to an annual rise in ongoing incomes, which will continue to benefit clients beyond this year. Clients accessing our services via phone, In-person, and webchat, access across all channels has increased.

This year, clients being supported at outreaches and in person appointments increased by **52%** in comparison to **2022/23**.

“Thank you so much from the bottom of my heart. Your staff are worth their weight in gold”



ROLE REQUIREMENTS

- 01** understand and accept the responsibilities and liabilities as trustees
- 02** be non-judgmental and respect views, values and cultures that are different to your own
- 03** have good listening, verbal and written communication skills
- 04** be able to exercise good independent judgment
- 05** have good numeracy skills to understand accounts with the support of the treasurer
- 06** be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- 07** be willing to undertake training in your role

Time dedication

Trustee boards usually meet in the evenings and you'll likely need 4 hours per month. You may also need to attend other meetings if you're involved in specific projects or meet with volunteers and staff occasionally within the local Citizens Advice. We can be flexible about the time spent and how often you volunteer, so come and talk to us.



BENEFITS OF BEING A TRUSTEE

01 Make a positive impact for people in your local area by ensuring your local Citizens Advice is sustainable and meeting the needs of the community

02 Meet people and build relationships with trustees, staff and other volunteers

03 Build on your governance, leadership and strategy skills

04 Increase your employability



APPLICATION PROCESS

Please complete the following forms linked below

[Trustee Application Form](#)

[Trustee Recruitment Pack -Declaration of Interests Form](#)

[Diversity and Monitoring Form](#)

Once completed, please email all forms to [**recruitment@caliverpool.org.uk**](mailto:recruitment@caliverpool.org.uk)



VALUING INCLUSION

We are committed to developing a diverse and inclusive Board of Trustees that reflects the communities we serve. We believe that increasing the diversity of our board will enhance our ability to deliver meaningful and effective services.

We particularly encourage applications from people who are currently underrepresented on our board, including individuals from communities of colour, disabled people, those with physical or mental health conditions, LGBTQIA+ people, and individuals with diverse gender identities. We welcome candidates from all socio-economic backgrounds and value the perspectives and experiences they bring.

By prioritising inclusivity, we aim to build a board that mirrors the diversity of Liverpool and drives innovation, equity, and a deeper understanding of the challenges faced by our clients.



Contact Us

If you wish for more information or have any queries regarding the job description, application process or the role overall, please contact:

Heather Jessop - CEO

Email: heather.jessop@caliverpool.org.uk

Alison Gibbon - Chair of Trustees

Email: alison.gibbon@caliverpool.org.uk

