

citizens
advice

Ipswich



Trustee Recruitment
Information Pack



Trustees, staff and volunteers at strategic away day



If you care about the community and are motivated to make a difference, we need people like you to join our Board of trustees.

You will join our friendly and effective team of trustees to take Citizens Advice Ipswich forward with your experience, skills, passion and strategic thinking.

To help take our Local Office make the greatest impact in our community , we are particularly keen to welcome applicants who have worked at a senior level or experience of one or more of the following:

- Charities
- Statutory Body leadership
- Business Delivery
- Local Community

About Us

Established in 1974, Citizens Advice Ipswich is an independent registered charity and a member of the National Citizens Advice organisation one of a network of 300 Local Citizens Advice offices across the UK.

We provide free, confidential, quality assured advice and support to assist people with money, legal, consumer and other problems.

We take a 'whole person' approach to support, taking the time to identify and understanding all of the issues individuals face, to prioritise and advice of the options they have.

We work at the speed our clients can manage

Our generalist advisers are largely volunteers from the local community.

We deliver a number of separately funded projects offering specialist advice, these add value and benefit our clients.



In the past year we supported
5,939 clients presenting with
28,301 separate issues.



Our Vision

Our vision is to make a positive and lasting difference to the lives of people living and/or working in Ipswich and surrounding area.

Our Work

We offer an effective, efficient, cost-effective and accessible advice and information service relating to people's legal rights and responsibilities.

To use the experiences of our clients to highlight evidence of unfair rules and decisions, and to help influence local and national services and social policy.



Who are we looking for?

The role of a trustee is not only to help change the strategy of our organisation but have commitment to our vision, and values.



What do you need to have?

You don't need specific qualifications or skills but you'll need to:

- understand and accept the responsibilities and liabilities as trustees
- Think strategically rather than operationally
- You will need to understand and be committed to equal opportunities and have the ability to work effectively as part of a team
- have good listening, verbal and written communication skills, you will need to have the ability to find, evaluate and communicate information using digital media platforms.
- be able to exercise good independent judgment
- be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection
- be willing to undertake training in your role

David Sheepshanks our long standing president



What will you do?

- complete an introduction for your role
- maintain an awareness of how the local Citizens Advice is operating
- read papers for board meetings and attend 4 -5 meetings per year
- work on specific projects with other trustees or staff within the local Citizens Advice to further the strategic objectives of our charity
- take an active discussion during board meetings and work with other trustees.

Applications from all ages and backgrounds.

The role is voluntary, but reasonable expenses are covered.





How much time do you need to give?

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

The trustee role is a three year position



What's in it for you?

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

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

Build on your governance, leadership and strategy skills

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How to apply

If you have worked at a senior level with the knowledge, skills and experience in either charities, statutory body leadership, business delivery or local community then please send in your CV and statement of no more than two sides of A4 explaining why you are interested in becoming a trustee of Citizens Advice Ipswich and what skills and experience you bring to the role.

Include contact details and two referees with your application (we will not contact referees unless we offer the role).

Please email: HR@ipswichcab.org.uk

For an informal conversation to discuss the opportunity please email CEO@ipswichcab.org.uk



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Thank you for your
interest



Certificate of achievement award
Citizens Advice Ipswich
In recognition of achieving 100% performance
reducing the debt advice price in 2024/2025
We thank all of the staff for your hard work and
dedication to clients.

Certificate of achievement award
Citizens Advice Ipswich
In recognition of achieving a BestAdvice peer
Assessment score of 95% or above in the
most recent period in 2024/2025.
We thank all of you for your hard work and
dedication to clients.

Registered charity: 1064862
Company Ltd by guarantee: 3438957
Authorised and Regulated by the Financial Conduct Authority FRN: 617639