

Recruitment Information Pack

December 2021

**Glasgow North
West Citizens
Advice Bureau
Volunteer
Board of
Directors**



OUR YEAR IN NUMBERS

**OVER 9,100
CLIENTS
SUPPORTED**



**13,870 CLIENT
CONTACTS**



**28 STAFF AND
26 VOLUNTEERS**



**£3.25 MILLION
RETURNED TO THE
COMMUNITY**



**64% OF CLIENTS
LIVING IN
POVERTY**



**33% OF CLIENTS FROM
A BAME
BACKGROUND**



OUR YEAR IN NUMBERS

**EVERY £1 INVESTED
= £3 RETURNED TO
THE COMMUNITY**



**70% OF CLIENTS LIVING
WITH DISABILITY OR
MENTAL HEALTH
CONDITIONS**



**TRANSLATION
PROVIDED TO 47
CLIENTS**



**116 CLIENTS
IDENTIFIED AS
LGBTQIA+**



**50 SOCIAL POLICY
ISSUES RAISED**



**CLIENT AGE RANGE
FROM 16 TO 87**



ABOUT US:

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity celebrating its 40th birthday this year. Our mission is to end poverty and inequality in our communities by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.

“I feel I can start to live again, one day at a time...I feel better with a new start and you made it happen for me. I will never forget what you have done for me.”

***GNWCAB Debt Client,
March 2021***

We specialise in providing free, impartial, and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, finances, and budgeting support. Our services are available to everyone in our local communities, and we aim to make them as accessible as possible by promoting equality and diversity and challenging discrimination. Over the last year, we provided support for almost 5,600 cases and over 9,100 clients across one of the highest deprivation areas in Scotland.

“Citizens Advice Bureaus are the spokesperson for the average man on the street. The support I received from GNWCAB definitely changed my life because it gave me guidance and belief in myself again.”

***GNWCAB Benefit
Support Client, 2021***

Our Bureau is one of the most progressive and dynamic advice and information services in the country. Our advice is available through an innovative multi-channel service, including a mix of face-to-face appointments, telephone, email, and webchat. We also operate extensive outreach services, providing advice and information in local communities across North West Glasgow.



GNWCAB adviser, Zhila, giving advice as part of our Chinese community outreach.

Our Bureau is made up of around 70% dedicated volunteers and supported with 28 staff members and an experienced Board of Directors. We take pride in our role as a responsible employer. Developed from fortnightly Wellbeing Days, we are currently piloting a 4-day working week for all our paid staff. This supports everyone at GNWCAB to pursue a fulfilling and balanced work-life and recognises the additional demands of helping clients in complex circumstances. Our volunteers benefit from high-quality training and we take seriously our responsibility to help them grow and move on to positive destinations.

“GNWCAB helped me more than anything else. Volunteering built my confidence and helped me practice my skills with vulnerable people in real life.”

***Lauren Bowie,
GNWCAB Volunteer***

ABOUT THE ROLE:

GNWCAB's Board of Directors are looking for three new Directors to work alongside the Chair, Vice-Chair and other board members to oversee and support our new Chief Executive and our dynamic team of staff and volunteers. At this important point in our journey, we are seeking Directors who can bring different perspectives to our Board to help the Bureau achieve its plans for the future and provide the most relevant and accessible advice services possible.

The Board is currently made up of 7 Directors, each offering a different skill-set that can support the governance needs and development aims of the organisation.



GNWCAB volunteer, Meri, in the Bureau for training.

We welcome applications from anyone who feels passionate about our work, regardless of professional background. The Board has identified a gap in finance skills and we hope to fill one of the three roles with someone who has experience of financial management, accountancy, or other finance related professions. For the remaining two roles, we encourage candidates of all kinds. Most important to us is finding candidates who fit our values and our organisation. We are looking for people who are approachable, transparent, team players, positive influencers and who are willing to contribute to debate.

GNWCAB's staff team, volunteers and clients come from a diverse range of backgrounds, and widening access and inclusion is central to our mission and our values. We want our Board to be representative of our local community and so would welcome approaches from people who live locally or have lived experience of issues facing our clients. We encourage applications from groups that are

under-represented on charity Boards, particularly people from Black, Asian, or other minority ethnic communities, as well as young and Disabled people.

We happily welcome applications from people who have not been senior volunteers or sat on a board before. GNWCAB is committed to the on-going development of our staff and volunteers and we provide opportunities for training and engagement across the organisation on a regular basis. As a new Director, you will be fully inducted and offered training tailored to your level of experience that would support your development in the role.

What are the benefits for you?

- **The role is unpaid, however incurred expenses are reimbursed (e.g. travel, childcare)**
- **Induction and training tailored to your needs**
- **Opportunities to make strategic decisions and develop new skills**
- **Opportunities to network with senior professionals**
- **Influence to shape innovative projects and highlight public policy issues**
- **Contribute to supporting the people & communities of north west Glasgow with a range of pressing advice issues**



GNWCAB team photo.



GNWCAB former CEO, Rob, Advice and Projects Manager, Amber, and Tribunals Representative, Alphaeus, in Parliament for a debate on a social policy issue.

TERMS & CONDITIONS

Reporting To:	Chair/Vice-Chair
Hours:	12 hours per year for scheduled meetings (Tuesdays 5:30-7:30pm @ Maryhill Office) + discretionary input
Salary:	N/A - voluntary position
Location:	GNWCAB, 1455 Maryhill Road, Glasgow, G20 9JA
Holidays:	N/A
Pension:	N/A

HOW TO APPLY:

To apply, email your current CV (optional) and a cover letter, outlining your relevant skills/experience and your reasons for applying to: **bureau@gnwcab.org.uk**. Please include **'BOD Vacancies'** in the title of your email.

For more information or an informal conversation about our work and the application process, feel free to give us a **call on 0141 948 0204** to speak with Alana or Alastair. We will be accepting **rolling applications until 31st January 2021**. Interviews will be flexible in timing and format (e.g. face-to-face or online).