

# Board Member Recruitment



glasgow  
north  
west

Help us support  
communities in  
the North West of  
Glasgow with  
quality advice

Join our dynamic  
Board of Directors



# Our Annual Impact

5,470

clients supported

18,881

pieces of  
advice given

£3.8m

secured in client  
financial gains.

## Why join our Board?

*Hear from our Directors*

**"I really enjoy being part of the GNWCAB board – it's an opportunity to support the fabulous work that the team do to make a difference in the local community. I have learned so much being part of this Board – members bring such a wide range of diverse skills and experiences, and all share the same commitment to use these skills for the benefit of GNWCAB and the local community."**

**"Being on the GNWCAB board has grown my confidence and my skillset in ways I never expected. Much of this comes from working with a highly competent group of colleagues from a diverse range of personal and professional backgrounds. The people who work and volunteer at GNWCAB are all thoroughly committed to our mission and tirelessly offer a warm and welcoming place for the people of North West Glasgow. I always feel proud to say I play a small part in helping that happen."**

**"Joining the GNWCAB Board has been one of the most rewarding experiences of my professional career. I have learned so much from my fellow Trustees – their diversity of thought and variety of experiences have had a really positive impact on how I approach everyday challenges in my day job"**

**"Joining the GNWCAB board has been a great way to give back and be part of an organisation that really makes a difference. Plus, I've had the opportunity to meet many passionate people from different backgrounds and had the chance grow my own skills along the way."**

# Who we are

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity that provides free, impartial, and confidential information and advice services in the north west of Glasgow.

We offer support on issues ranging from debt, benefits, and welfare rights to consumer rights, finances, and budgeting support.

Over the last year, we provided support for over 5,000 clients with over 18k pieces of advice, across one of the highest deprivation areas in Scotland. The support we offer has resulted in more than £3.8mil being returned to the local community in financial gains.

Our services are available to everyone in the local area via a 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.

We aim to make our services as accessible as possible by promoting equality and diversity and by challenging discrimination.

Our Bureau is made up of dedicated volunteers, 28 staff members and an experienced Board of Directors.

We take pride in our role as a responsible employer, operating 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.

To learn more about our work [visit our website here.](#)



# Who are we looking for?

GNWCAB's Board of Directors are looking for four new Directors to work alongside other board members to oversee and support our Chief Executive and our dynamic team of staff and volunteers. Later this year, we will be moving premises and we are seeking to expand our Board to support this process and our onward development. At this important point in our journey, we are seeking Directors who can bring different perspectives 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 seven Directors, each offering a different skill-set that can support the governance needs and development aims of the organisation. We welcome applications from anyone who feels passionate about our work, regardless of professional background.

The Board has identified an upcoming skills gap related to third sector fundraising and governance, and we hope to fill one of the four roles with someone who has experience of this kind. We would encourage applicants with this background to also consider joining our Finance, Risk, and Audit Committee (FRAC).

For the remaining three roles, we encourage candidates of all kinds, particularly those with strong knowledge of and connections to north west Glasgow. 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 can be 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 of North West Glasgow with a range of pressing advice issues

## Time commitment

The minimum expected commitment is five hours per quarter for scheduled Board meetings, including preparation (held five times per year in Maryhill, Glasgow on Tuesdays 5:30-7:30pm).

For candidates interested in joining the Finance, Risk, and Audit Committee (FRAC), meetings are held online (Tuesdays 5:00-6:00pm) five times per year, entailing a further time commitment of five hours per quarter.

We also invite Directors to contribute their unique skills by joining short life working groups, sub-committees, and ad-hoc pieces of development work as they arise.

# How to apply

**To apply, email your current CV and a cover letter, outlining your reasons for applying and relevant skills and experience to: [recruitment@gnwcab.org.uk](mailto:recruitment@gnwcab.org.uk)**

Please include 'GNWCAB BoD Recruitment' in the title of your email.

You can also get in touch on the above email address to request an informal conversation with a current Director about our work and the application process before applying.

We will be accepting applications on a rolling basis. Shortlisted candidates will be invited for an in-person interview at GNWCAB.

