



glasgow  
north  
west

# Glasgow North West Citizens Advice Bureau



**Voluntary Member of Board of Directors**

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**Recruitment Information Pack**

# Glasgow North West Citizens Advice Bureau



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north  
west

## 2022/23: Our year in numbers:



GNWCAB supported **7658**  
clients



We returned **£2.6m** back  
to the local community in  
client financial gains



We renegotiated **£2.8m** in  
unaffordable debts.



**90%** of families supported  
were living in poverty/on  
lowest incomes



Volunteer-led organisation  
In 2022/23, volunteers gifted over  
**4000** hours of their time to the  
community, at no cost to the public



Accredited by SNSIAD  
in Welfare Benefits,  
Debt and Housing



Working in partnership with local  
community and statutory  
organisations



Provide value to public purse  
For every **£1** invested by  
Glasgow City Council, GNWCAB  
generated a further **£10.60** in  
funding

# ABOUT US

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Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity celebrating it's 42nd 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.

*"Honestly, this advice means so much to me because I trust your service and adviser to do the best for me and my child. Through this help I have started to feel human again."*

GNWCAB Client, 2022

*"(My adviser) was fantastic from start to finish! If Covid-19 didn't exist and I could give her a hug I would! For the first time in six months I had a good night's sleep."*

GNWCAB Debt Client, 2022

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 over 6,000 clients across one of the highest deprivation areas in Scotland, putting £2.5million of financial gains back into the community. 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 helped me more than anything else. Volunteering built my confidence and helped me practice my skills with vulnerable people in real life."*

GNWCAB Volunteer

Our bureau is one of the most progressive and dynamic advice and information services in the country. Our bureau is made up of around 50% dedicated volunteers and support with 25 staff members and experienced Board of Directors. We take pride in our role as a responsible employer. Developed from fortnightly Wellbeing Days, we now operate a 4-day working week for all our paid staff. This support 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.



# ABOUT THE ROLE

GNWCAB's Board of Directors are looking for two new Directors to work alongside the Chair, Vice-Chair and other board members to oversee and support our Chief Executive and our dynamic team of staff and volunteers. At this important point in our journey, we are seeking Directors who can further broaden the skillset of our Board to help the Bureau achieve its plans for the future and provide a high-quality and sustainable service to our local communities.



The Board is currently made up of 9 Directors, each offering a different skillset that can support the governance needs and develop aims of the organisation. As two of our Directors come to the end of their terms, the Board has identified an emerging gap in finance skills and we hope to find people with experience of financial management, accountancy, or other finance related professions.

We would particularly welcome candidates who would be interested in joining the Finance, Risk & Audit Sub-Committee (FRAC) as well as the main Board. 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.

The minimum expected commitment is 14 hours per year for quarterly Board meetings (held in Maryhill, Glasgow on Tuesday 5:30-7:30). Joining FRAC entails a further commitment of 12 hours per year (held in Maryhill, Glasgow on Wednesday 4:30-6:00pm). We also invite Directors to draw on their unique skills and contribute to the life of the organisation by joining short life working groups, social and public events, and ad-hoc pieces of development work as they arise.

## WHAT ARE THE BENEFITS TO YOU?

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

# TERMS AND CONDITIONS

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Reporting to

Chair/Vice-Chair

Hours

14 hours per year for scheduled meetings (Tuesdays 5:30-7:30 @ Maryhill Office) + discretionary input

Salary

The role is unpaid, however incurred expenses are reimbursed

Location

GNWCAB Office  
Floor 2, 1455 Maryhill Road  
Glasgow, G20 9AA

Holidays

N/A

Pension

N/A

# HOW TO APPLY

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To apply, email your current CV (optional) and a cover letter, outlining your relevant skills/experience and your reasons for applying to: [Victoria.Clark@gnwcab.org.uk](mailto:Victoria.Clark@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 get in touch with Victoria by email to arrange a call with one of our current Directors.

We will be accepting rolling applications until 15th September 2023

Interviews will be flexible in both timing and format (e.g. face-to-face or online)