



**Stockport, Oldham,
Rochdale, Trafford**

Trustee Recruitment Candidate Information Pack

July 2026



Eastside People

Whoever you are, whatever the problem.

Welcome from our Chair

On behalf of Citizens Advice SORT Group, thank you for your interest in becoming a Trustee.

Our communities are facing complex and unprecedented challenges, from the ongoing cost of living pressures to increasing inequality. Navigating these difficulties requires a response that is as dynamic as the world we live in. We pride ourselves on being an innovative, forward-thinking, and modern organisation. However, at our very core, we remain deeply people-centred and fiercely committed to the clients we serve. We are driven by a passion for social justice and a desire to make a real, tangible difference in people's lives.

This is an exciting opportunity to help shape our future. We are looking for Trustees who can provide vital support to our Senior Leadership Team and the wider organisation. Your support and challenge will help the organisation operate effectively, safely, and equitably. As we operate in a fast-paced environment, you will thrive amidst change and our pace of growth, instinctively knowing how to offer the right guidance and support to help us succeed.

You will bring a diverse cross-section of transferable skills and a steadfast commitment to our mission. Because we know that diverse perspectives help to unlock new possibilities, we actively encourage and particularly welcome applications from individuals with Lived Experience.

If you are excited by the challenge and opportunity of this role and share our beliefs, you will find a talented, modern staff team and a supportive Board who will work with you shoulder-to-shoulder.

You should find all you need to know in this candidate information pack about Citizens Advice SORT Group, our values, our vital work, and this Trustee opportunity.

Thank you once again for your interest in Citizens Advice SORT Group. I hope you are excited by this opportunity and wish to join us.

Peter Allen,

Chair of Trustees



About us

Who we are

[Citizens Advice SORT group](#) is the parent company of the Citizens Advice services in Stockport, Oldham, Rochdale and Trafford. We are a member of the Citizens Advice service nationally which is made up of a network of 270 local Citizens Advice organisations across England and Wales.

The group employs nearly 80 FTE staff and delivers a range of commissioned services covering generalist information, advice and guidance to specialist casework and legal services. Our staff are supported by a team of fantastic volunteers who are incredibly experienced and knowledgeable.

Citizens Advice nationally is a charity that includes nearly 1,000 national staff working in one of the 6 national offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales along with a further 3,000 Witness Service volunteers.

What we do

Citizens Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Our aim is to:

- Provide the advice people need for the problems they face.
- Improve the policies and practices that affect people's lives.

Our impact

In 2024/25, we supported 39,281 people with tailored, expert advice across Stockport, Oldham, Rochdale and Trafford. Our commitment remains clear: to ensure people have the advice and confidence they need to find their way forward, playing our part in shaping a society in which people face far fewer problems.

For every £1 invested in our service, we generated £13.48 in direct financial value to the people we support, £33.86 in wider economic and social benefits, and £9.60 in savings to government and public services.



3 things you should know about us

We're a trusted partner for thousands of people across Greater Manchester — here's why.

We're local

We deliver services across Stockport, Oldham, Rochdale and Trafford in Greater Manchester and deliver some specialist legal services in other parts of the northwest. In 2025/26 we supported approximately 40,000 people via multiple channels dealing with 114,122 issues over this period with the biggest five issue areas being: Benefits, Debt and Financial capability, Housing, Utilities and Communications, Consumer goods and services.

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. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

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. Every year, tens of thousands of people turn to us. This gives us a unique insight into their needs and concerns. We use this knowledge to campaign on big issues, both locally and nationally.

Strategic priorities

Citizens Advice SORT is a growing and increasingly strategic organisation. It has expanded through merger and collaboration and is positioning itself to play a stronger regional role in service delivery and commissioning. This reflects wider change across the Citizens Advice network, where financial pressure and larger regional contracts are reshaping how services are organised.

Alongside this growth, a key priority is ensuring the board remains focused on both strategic opportunity and effective oversight of core services. The organisation is looking to strengthen governance, broaden the mix of perspectives around the table, and build a trustee group that is engaged, adaptable and aligned with its future direction.

Financial position

Citizens Advice SORT's financial position reflects stability with increasing complexity. Annual income is expected to continue increasing as the organisation takes on larger regional contracts and partnerships. As a result, the financial challenge is not one of sustainability, but of ensuring the board has the oversight, confidence and financial literacy needed to support a larger, more complex organisation through its next phase.

The trustee board

The current board brings a mix of charity, professional and commercial experience and plays an important role in supporting Citizens Advice SORT through a period of growth and change. As the organisation develops, there is an opportunity to broaden the range of perspectives around the table and continue building a trustee group that is engaged, well-balanced and able to contribute both to long-term strategic thinking and to the practical governance that underpins high-quality services.

Our commitment to equity, diversity and inclusion

Citizens Advice SORT wants to continue broadening the range of backgrounds, perspectives and lived experience represented on its board. Working in complex public service and community settings, a more diverse and inclusive trustee group will strengthen decision-making, governance and connection to the communities we serve.



An exciting time to join our board

Citizens Advice SORT is entering an important new phase. We have grown through merger and collaboration and are now developing a stronger regional role across Greater Manchester and the North of England. This includes major opportunities such as acting as a regional lead provider, coordinating services across local organisations and responding to larger regional contracts.

This growth brings real opportunity. It also brings more complexity. We need a board that can help us think strategically, understand the changing funding and policy landscape, and keep strong oversight of the services that matter most to the people who use Citizens Advice. The role of trustees is therefore increasingly important: not just to fill skills gaps, but to help shape how the organisation develops over the coming years.

We are looking for people who are comfortable with change and able to contribute to good collective decision-making. You do not need to have been a trustee before. What matters is that you bring sound judgement, curiosity, commitment and the ability to work well with others. We are particularly interested in people who can balance support and challenge, help us make well-reasoned decisions, and stay focused on both our long-term future and the quality of our day-to-day services.

This is a chance to join a values-led organisation with a trusted local presence and a growing regional voice. As a trustee, you will help guide an organisation that makes a practical difference to thousands of people, while also contributing to wider change in how advice services are delivered, joined up and sustained for the future.

Being a trustee – what's involved

Becoming a trustee is an interesting and compelling way to engage with the charity sector. It is a role that will give back as much as you put in, and often more. One of the primary takeaways from the [Charity Commission's 2025 research into trusteeship](#) is the extent to which trustees benefit from their experience. Although trusteeship is a significant voluntary undertaking, the majority would recommend it to others.

Many trustees reported experiencing multiple and profound benefits, from feeling they are positively impacting the world to feeling more connected to a community or movement, highlighting the rewards of responsibility. Overall, just 1% of the trustee population surveyed would not recommend the role to others.

Strategic experience

A charity trustee role is a fantastic way of allowing you to develop and hone your critical thinking, problem-solving and analytical skills. The strategic experience which can be gained through a trustee role can have an immediate and powerful impact on your career, opening doors to new responsibilities and more senior job prospects. Equally, for those who have already had some strategic responsibilities, a trustee role provides an opportunity to use those skills in a significantly different context.

Continued personal development

Through a trustee role, you can gain a clearer idea of your professional strengths and weaknesses, whilst also learning new skills. Understanding how to adapt your professional knowledge to useful and impactful ends is a good reminder of your versatility, giving you confidence in your existing abilities while challenging you push the boundaries of your expertise.

Teamworking

As a Trustee at Citizens Advice SORT, you are part of a team and will have the opportunity to apply your unique skills and experience while also learning from others. Working in a team with a passionate team of individuals who bring diverse perspectives is often one of the most enjoyable aspects of the role. The ability to collaborate effectively with others and to challenge constructively the ideas of fellow trustees as well as those of the leadership team

is essential to ensuring the Board's strategic decisions are fully informed, reasonable and effective.



Trustee job description

Location	The Express Building, 9 Great Ancoats St, Manchester M4 5AD
Time Commitment	Board and committee meetings are each once a quarter. (The majority of meetings can be joined remotely). In addition we often arrange one or two in-person away days per year. The overall time commitment is approx. 1 day per month. (Further details below) The initial term of office is 3 years, up to a maximum of 6 years.
Salary	This is a voluntary role. Reasonable expenses can be claimed.

Main focus of role

The main focus of the trustee role is to help guide, support and challenge Citizens Advice SORT as it grows and continues to deliver high-quality advice services for the communities it serves.

Trustee responsibilities

- Help set and oversee the strategic direction of Citizens Advice SORT.
- Support and challenge the Chief Executive and senior leadership team.
- Ensure the organisation is well governed, financially sound and legally compliant.
- Keep a strong focus on the quality and impact of advice services.
- Contribute to open, constructive board discussion and collective decision-making.
- Use your skills, experience and judgement to help the board understand opportunities and risks.
- Act in the best interests of Citizens Advice SORT and the communities it serves.

Who we're looking for

We are looking for people who share our commitment to Citizens Advice SORT's work and can bring good judgement, curiosity and a collaborative approach.

We are particularly interested in people who can bring:

- Commitment to our purpose and values.
- Strategic thinking and sound judgement.
- Constructive challenge and willingness to ask questions.
- Comfort with change, growth and complexity.
- A collaborative approach to decision-making.
- Relevant skills in areas such as finance, governance, service delivery, income generation, digital or business.
- Lived experience, community insight or perspectives that help broaden the board.

Practicalities and time commitment

The overall time commitment for trustees is approximately one day per month. This will vary across the year, depending on meeting dates, preparation, induction, committee work and any specific areas where you are asked to contribute.

Trustees are expected to attend and prepare for:

- Quarterly Board meetings.
- At least one committee, with committee meetings also held quarterly.
- A minimum of two formal meetings per quarter: one Board meeting and one committee meeting.
- One or two in-person away days each year.
- Induction and any relevant training or development sessions, particularly during the first few months.
- Occasional conversations, reading or follow-up work between meetings where needed.

Most Board and committee meetings can be joined remotely. There will, however, be some in-person commitments during the year, including away days and any meetings where attendance in person is important for Board discussion, relationship-building or induction.

Trustees are expected to read papers in advance, come prepared to contribute, and take part in open, constructive discussion. The role is not operational, but trustees should be willing to stay engaged between meetings where their skills, judgement or experience can help the Board or senior team think through an issue.

Ready to apply?

[Eastside People](#) is supporting Citizens Advice SORT in the recruitment of these roles. Please [click here](#) to apply by submitting your CV and a cover letter **both in Word doc format**.

Please use the cover letter (max 2 pages) as an opportunity to add to the information you have shared in your CV and ensure that you cover the following:

- Why are you interested in a Trustee role at Citizens Advice SORT?
- Having read the information pack, what relevant experience and skills do you feel you would bring to this role? This might come from paid work, study, community or voluntary work or other experience.

You are welcome to send your cover letter in writing, or as a video or audio clip, alongside your CV. Any video or audio submissions should be emailed to johns@eastsidepeople.org.

If you would like a call to discuss any of the roles in more detail, please email John Sanger to arrange a convenient time at johns@eastsidepeople.org. Having a call of this kind will not influence the success or otherwise of your application.

We want you to have every opportunity to demonstrate your skills, ability and potential. If you have a disability or require reasonable adjustments during the application or interview process, please contact us so we can support you appropriately.

The closing date for applications is Monday 31st August at 9am. Shortlisting interviews will take place shortly after and shortlisted candidates will have an interview with Citizens Advice SORT during the week beginning Monday 7th September.

Finally

We recognise that AI can be a helpful tool, but please use it with care and ensure your application is accurate, personal, and genuinely reflects you. We do not use AI in our sifting or selection process - a human reviews every application!

If you know anyone else who might be interested, please do share this information pack with them.



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