

# Do you want to volunteer for an award winning charity?

Are you looking for a rewarding volunteer role with an organisation that will value your skills & experience?

Telford & Wrekin CVS are looking for value driven people to join our dynamic and diverse team of volunteers.

## Trustee Application Pack

# Why volunteer for Telford and Wrekin CVS?

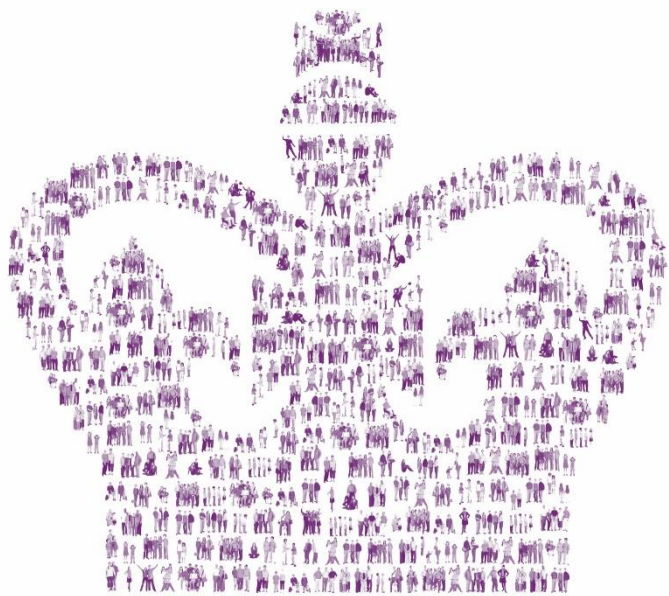
We were founded in 1989, and were awarded the Queen's Award for Voluntary Service, which is the MBE for voluntary groups, in 2016. We would not be so successful if it wasn't for our biggest asset... our dedicated, passionate and hard working employees and volunteers.

We pride ourselves on our values, everything we do is based on them, from recruitment of our staff & Volunteers, to when they move on to pastures new, and absolutely everything in between!

Our values are the basis of all the work we do with our service users, our business partners, our funders and our community.

If our values are important to you too, then you'll enjoy and be fulfilled volunteering with us. We believe that tasks and processes can be taught, but our values need to be an integral part of our prospective volunteers lives.

If you share our values, then you may be the right person for us and a volunteer role with us will give you huge satisfaction.



## The Queen's Award for Voluntary Service

*The MBE for volunteer groups*



### Our Values

Support & Collaboration

Innovation & Openness

Passion & Commitment

Honesty, Fairness, Equality & Integrity

# Don't believe us? Here's what our staff have to say.

I have loved my time at the CVS and it fits in very well with my caring role.

I think it is a lovely place to work, with a dedicated workforce of like-minded, caring and committed people.

I know that as a team we are listened to.



My manager has been especially supportive with my emotional and physical wellbeing throughout what has been a very difficult year in my personal life.



# And here's what our trustees have to say.

It is satisfying and stimulating to be working with such experienced, clever and thoughtful people to help make a real difference to people's lives



I believe that being a Trustee at T & W CVS allows me to feel that I am part of something that has an impact on the lives of the people of Telford that other organisations cannot achieve. Also as a trusted partner of the council we are seen to be able to deliver, especially on preventative services, which means we are giving value added approaches to both statutory and other third sector organisations.

I enjoy making my community a better place to live, I meet interesting people, and value the opportunity to giving back to my community. The role of the executive Board is rewarding.

Working with the CVS Trustee Board is always a positive experience. Despite a wide range of careers and an even split of public and private sector backgrounds there is mutual respect and a desire to reach unanimous decisions.

I really enjoy working with a committed and talented Board all of whom have had completely different careers to mine and I have learned a lot from each of them

I had the privilege of serving the people of Telford and Wrekin during my working life. Being a member of T&W CVS Board has allowed me to continue to offer my experience to influence and make small improvements to people lives.



## What does Telford and Wrekin CVS do?

We provide information, advice and guidance to children, adults and family members living in Telford on a range of topics.

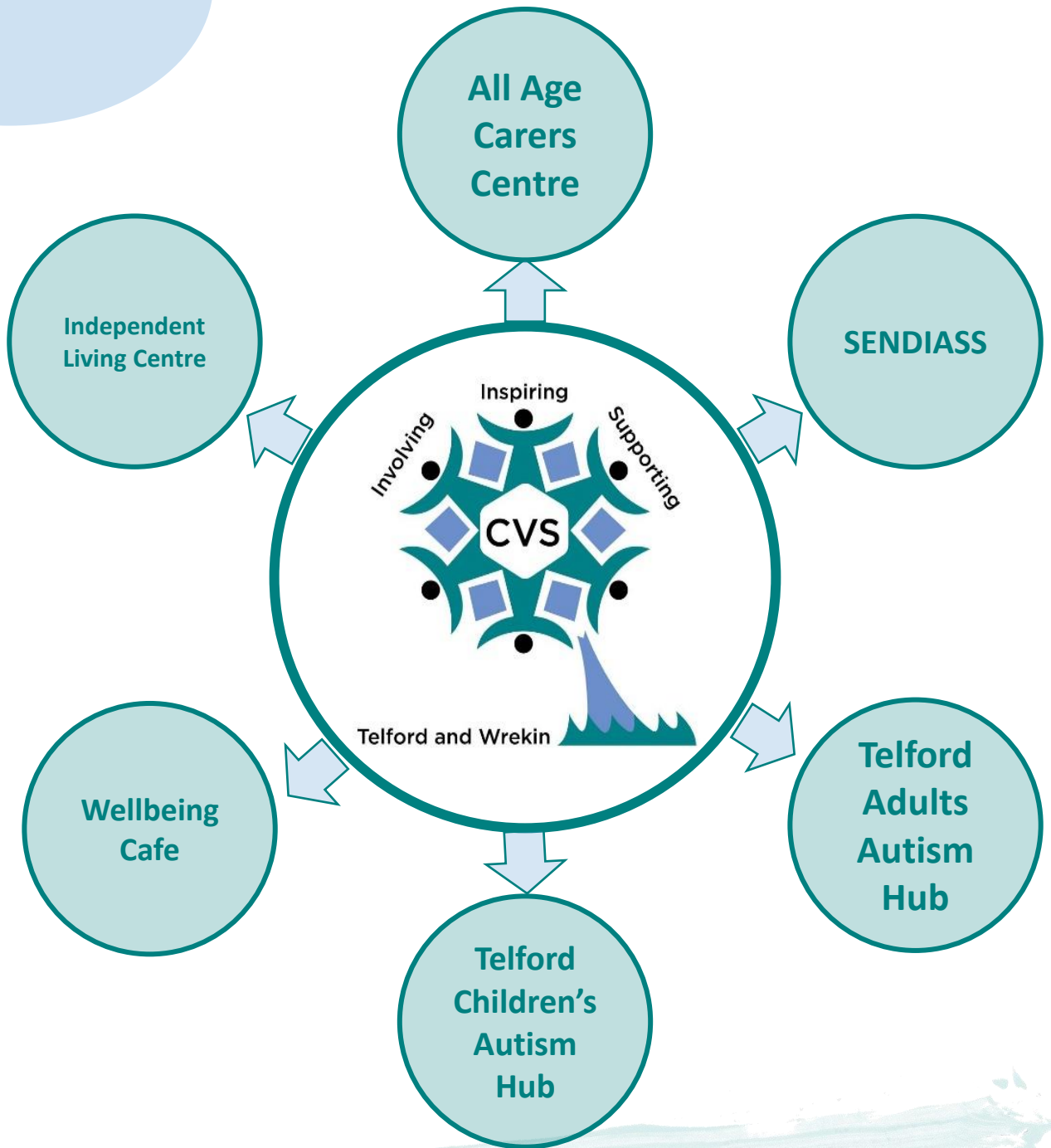
On behalf of funders and through donations we deliver: -

- The all aged Family Carers Service including respite activities for children and adults to have a break from their caring role
- A weekly youth club for children aged 5-18
- A community café providing bespoke work placements for people furthest away from the job market
- Telford's SENDIASS for children with a special educational need and their parents seeking support with education, health and care
- Telford Autism Hubs for children and adults living with autism in Telford
- A programme for adults with a learning disability to increase their health inequalities including access to employment
- A volunteer placement service with job searching and access to training
- Wellbeing Independence Partnership service supporting adults with access to health and social care community based solutions
- An Independent Living Centre supporting access to services for people to live well closer to home

We work alongside many partners across the voluntary and community sector, with statutory partners in Shropshire, Telford and Wrekin NHS and Telford and Wrekin Council and Midland Partnerships Foundation trust. We are a trusted partner who welcomes working alongside the corporate sector to enhance our services. Telford and Wrekin CVS are innovative and responsive to local needs. We seek to find positive solutions and pathways to enable people to be empowered and to find the right information at the right time.



# So what are Telford and Wrekin CVS's projects?



Click on each circle to visit their websites.

# Job Description

**Job Title:** Trustee

**Responsible To:** Executive Board

## Main Responsibilities including statutory duties

### Introduction

The Board of Trustees is responsible for the overall **governance** and **strategic direction** of Telford and Wrekin CVS (TWCVS). Key roles include ensuring sound financial management; compliance with charity law and organisational risk management.

The Board is accountable to a variety of stakeholders, including funders, customers, members, partners, Charity Commission and Companies House.

Individual Trustees are expected to play an active role in the Board: attending meetings, acquainting themselves with papers and information sent out beforehand, contributing to discussions and decision-making.

There is no remuneration for Trustees. Reasonable out of pocket expenses will be paid in line with TWCVS's agreed policy and practice

### Trustees are committed to developing and maintaining

- An understanding of and commitment to the vision, mission, objects and aims of TWCVS.
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- An understanding of the partnership and cooperation between the Board and the Chief Executive, with the Board taking the lead on strategic matters and the CEO and staff responsible for the agreed operational delivery.
- Knowledge and understanding of health and social care services, local partnerships and other structures impacting on the experiences of vulnerable people in Telford & Wrekin
- Knowledge, understanding and implementation of equality and diversity practice

### Trustees are expected to

- Act in the best interest of the charity, its beneficiaries and future beneficiaries

## Job Description: continued

- Devote the necessary time and effort to their duties as a trustee which includes attending meetings and taking part in sub-groups, making all reasonable efforts to avoid other commitments on those occasions. Trustees failing to attend three consecutive Board meetings may be required to stand down.
- Contribute to discussions and participate in the development of strategic objectives and plans
- Be constructive and open minded about other Trustees' opinions in discussions, and in response to staff members' contributions at meetings
- Develop healthy relationships with key stakeholders (including funders, members, staff, partners, statutory and community groups)
- Comply with the Code of Conduct for trustees
- Develop own knowledge and skills in support of the role as a board member
- Take part in the Trustee Skills, Knowledge & Experience (SKE) Audit
- Take part in induction training, away days and other training opportunities.
- Maintain confidentiality about sensitive information

Trustees are also encouraged to attend charity events such as open days, service launches and fundraising events.

## Qualities and attributes

TWCVS values are important to the work we do. All of our executive board members have different and equal skill sets and abilities. We welcome diversity and fully welcome board members life lessons from the real world as a source of information and learning, rather than a formal education.

## Our executive board members are: -

- Committed
- Principled
- Have integrity
- Passionate
- An ability to ask questions
- Have aspiration
- Not fearful of positive change



# Person Specification

Factor	Essential	Desirable
<b>Education / Training</b>	<ul style="list-style-type: none"> <li>Numerate. Good standard of literacy. Commitment to personal development.</li> <li>Knowledge of Microsoft Office applications</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working within a team</li> <li>Sound negotiating skills</li> <li>Leadership skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of setting and implementing a strategic plan</li> </ul>
<b>Skills, Abilities and Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent communication skills (verbal and written) and the ability to influence a variety of audiences</li> <li>Good negotiating skills and the drive and commitment to achieve positive outcomes for service users and colleagues</li> <li>Understanding of the local area priorities</li> <li>Understanding of the importance of confidentiality and the need to treat sensitive information in line with General Data Protection Regulations (GDPR)</li> <li>Friendly, approachable, caring, empathetic, flexible, innovative, resourceful, reliable, responsible, methodical, non-judgemental, organised, assertive, tactful and decisive</li> <li>Ability to work effectively as part of a larger team within the framework of policies and procedures</li> <li>Good IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Understanding the responsibilities trustees have leading a charity</li> <li>Understanding of charity law and governance</li> <li>Knowledge and understanding of health and social care</li> </ul>

# Person Specification (continued)

<b>Factor</b>	<b>Essential</b>	<b>Desirable</b>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"><li>Able to demonstrate integration of equality and diversity and a commitment to leading an equal and diverse team</li></ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"><li>Willingness to attend training and meetings</li></ul>	



# Volunteer Application Form

## Please fill in electronically

### Personal Information (Confidential)

Personal Details	
Surname:	
Forename(s):	
Full address:	
Telephone Number:	
Email Address:	
National Insurance No:	
Do you hold a current driving licence?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Expiry Date:	
Details of any endorsements (if none, please insert "N/A")	
Do you have a current right to work in the UK?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If no, please provide details:	

## Education

Schools / Colleges / University	Qualification Gained

**Details of any professional qualifications**

**Details of any in-service training**

## Employment History

Name & address of employer(s)	Job Title	Start & Leave Date, & reason for leaving

**Please note here any other employment that you would continue if you were to be successful in obtaining this role:**

**Special interests / hobbies & experience including voluntary work**

**Special interests / hobbies & experience including  
voluntary work (CONTINUED)**



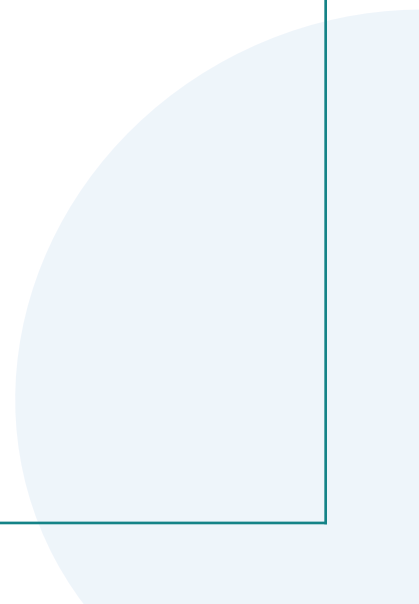
**Why do you want the volunteering role?  
What particular skills, experience or values would you bring**



**Why do you want the volunteering role? (CONTINUED)**  
**What particular skills, experience or values would you bring**



A large, empty rectangular box with a thin teal border, intended for the respondent to write their answer to the question above. The box occupies most of the page below the header.



## References

Please note here the names, company name (where applicable) and addresses of two people we can contact for both work and character references. Please note that one must be from your most recent employer, where possible.

1.

2.

## Criminal Record

The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provides that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

Please note here any criminal convictions except those 'spent', or otherwise 'protected', under the Rehabilitation of Offenders Act 1974.

**Please tell us where you heard about this vacancy**

## Data Protection Statement

All of the information collected in this form is necessary and relevant to the performance of the job applied for. We will use the information provided by you on this form, by the referees you have noted, and the educational institutions with whom we may undertake to verify your qualifications with, for recruitment purposes only. The Company will treat all personal information with the utmost confidentiality and in line with current data protection legislation. We rely on the lawful basis of consent to process the information provided by you in this form.

Should you be successful in your application, the information provided, and further information which will be gathered at the relevant time, will be subsequently used for the administration of your employment and in relation to any legal challenge which may be made regarding our recruitment practices.

For more information on how we use the information you have provided, please see our job applicants privacy policy which is attached to this form.

## Declaration

I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment offered. I understand that any offer of employment is subject to the Company being satisfied with the results of series of relevant checks including references, eligibility to work in the UK, criminal convictions, probationary period and a medical report (in line with the operation of the Equality Act 2010).

**Signature:**

**Date:**

**Return this form to:**

Email to:

[Karen.morrow@tandwcvs.org.uk](mailto:Karen.morrow@tandwcvs.org.uk)

Or post to:

FAO Karen Morrow  
Suite 12 & 15  
Hazledine House  
Central Square  
Telford Centre  
Telford  
Shropshire  
TF3 4JL

## Volunteers & Volunteering Applicants Privacy Notice

**Data controller: Telford and Wrekin CVS**

**Data protection officer: Debbie Gibbon, 01952 262066,**

**[debbie.gibbon@tandwcvcs.org.uk](mailto:debbie.gibbon@tandwcvcs.org.uk)**

As part of any volunteer recruitment process, the Company collects, and processes personal data relating to applicants and create a Bank of interested participants. The Company is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### What information does the Company collect?

The Company collects a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number;
- Your bank details in order to pay out of pocket expenses, where applicable
- The name, address and contact details, including email address and telephone number of your nominated emergency contact.

The Company may collect this information in a variety of ways. For example, from your submission online or by email or by telephone enquiry made by you.

The Company may also collect personal data about you from third parties, such as for references and Disclosure and Barring Service.

Data will be stored in a range of different places, including on your application on excel spreadsheets or stored on mobile phones or other IT systems (including email).

### Why does the Company process personal data?

The Company needs to process data to take steps at your request prior to entering into a contract with you. It may also need to process your data to enter into a contract with you.

In some cases, the Company needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check against its insurance liabilities.

The Company has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from volunteer applicants allows the Company to manage the process, assess and confirm a candidate's suitability for volunteering and decide to whom to offer a volunteer's post.

## **Volunteers & Volunteering Applicants Privacy Notice (continued)**

The Company may process information about whether or not applicants are disabled to make reasonable adjustments for candidates who have a disability.

For some roles, the Company is obliged to seek information about criminal convictions and offences. Where the Company seeks this information, it does so because it is necessary as the volunteer post will be working with vulnerable adults or children.

The Company will not use your data for any purpose other than the volunteer recruitment exercise for which you have applied and to coordinate operations during activities where you have agreed to participate as a volunteer.

### **Who has access to data?**

Your information may be shared internally for the purposes of the recruitment exercise and during operations in which you have agreed to participate.

The Company will not share your data with third parties, unless it is lawful to do so and in accordance with our Information Governance Policy. We will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure – for example, we may disclose information where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the current data protection legislation.

The Company will not transfer your data outside the European Economic Area.

### **How does the Company protect data?**

The Company takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

### **For how long does the Company keep data?**

If your application for volunteering is unsuccessful, the Company will hold your data on file for six months after the end of the relevant recruitment process was run, in the event of wishing to contact you for future opportunities which may occur. At the end of that period, your data is deleted or destroyed.

If your application for volunteering is successful, personal data gathered during the recruitment process and during your time volunteering for us will be retained for the period of three years after your volunteer role ceases.

## **Volunteers & Volunteering Applicants Privacy Notice (continued)**

### **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Company to change incorrect or incomplete data;
- require the Company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the Company is relying on its legitimate interests as the legal ground for processing.

If you believe that the Company has not complied with your data protection rights, you can complain to the Information Commissioner.

### **What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the Company during the volunteer recruitment process or for its retention during your assignment. However, if you do not provide the information, the Company will not be able to process your application properly or at all.

### **Automated decision-making**

Recruitment processes are not based solely on automated decision-making.