



October 2020

**The Citizens Information Phone Service invites expressions of interest for appointment as
a Director of the Board.**

Closing Date: Friday 13th November 2020

The Citizens Information Phone Service

Citizens Information Phone Service (CIPS) is a busy, dynamic, national phone service, based in Blackrock, Cork, providing free, confidential and impartial information and advice to the public. CIPS also provides a specialist web chat service, and a national peer support phone line for Citizens Information Services staff nationwide. CIPS is a company limited by guarantee and is fully funded and supported by the Citizens Information Board.

CIPS mission is to provide all people with confidential, impartial, high quality information on their civil and social rights, responsibilities and entitlements, as well as information on the social services that exist to support them.

1. Functions of the Citizens Information Phone Service Board (the Board)

The overall function of the Board is to oversee the delivery of Citizen Information Phone Service in accordance with a Service Level Agreement with the funder, the Citizens Information Board (CIB).

High standards of corporate governance in community and voluntary boards are critical to ensuring a positive contribution to the State's overall social and economic development.

The main objectives of the Company are:

- The advancement of education and to benefit the community through the provision of a free and confidential information and advice service to the community
- To inform, educate and empower all individuals without discrimination on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the traveller community,
- To support citizens by ensuring that they are aware of all their civil and social rights and entitlements and their civic duties and of the social services that exist to support them.

Members of the Board will be appointed to oversee and support the provision of services to the public who require information and advice in relation to their rights and entitlements.

They must serve the interests of service users, the taxpayer, pursue value for money in their endeavors (including managing risk appropriately), and act transparently. ¹In line with the obligations of entities in receipt of public funding the Board must adhere to the principles of:

- Clarity
- Governance
- Value for Money
- Fairness

Board members should act on a fully informed basis, in good faith, with due diligence and care, and in the best interest of the organisation, subject to the objectives of the company.

¹ Extract from Circular 13/2014 page 17 see appendix 1

2. Appointments to the Citizens Information Phone Service Board

The Board is interested in hearing from individuals with one or more of the following skills:

1. Corporate Governance experience
2. Knowledge of the community and voluntary sector
3. Contact centre experience

The minimum Board membership is 7 Directors, including the Chairperson.

This is a voluntary Board and as a result, no fees are paid to Board members. Travel and subsistence expenses will be paid to members where applicable.

There will be approximately seven meetings per annum, plus attendance at sub-committee meetings, as required. Together with preparatory reading for meetings and follow up activities and information analysis, the total commitment could be up to 10 - 15 hours per month.

Each Director of the Board shall be appointed by the funder, Citizens Information Board to serve for a term of up to three years.

In order to fulfil its functions, the Board may establish a number of Standing/Sub or Project committees to assist the Board in the effective and efficient performance of its responsibilities. All members will be expected to make themselves available to be a member of a Committee. Composition of Committees is a matter for the Board.

Person Specification

Board members must have an understanding of the values and importance of serving the community and have governance experience and expertise.

Applicants should be able to demonstrate the following:

- The ability to critically analyse information, constructively challenge the opinions of others, work to a shared consensus and accept collective responsibility for Board decisions;
- A strong awareness of good governance, including the ability to understand Board level financial data, together with an appreciation of budgeting and sound financial management practices in relation to the significant state funding received from the CIB.
- The ability to take a broad perspective on the future strategic development of the organisation and its services;
- A strong sense of ethics and integrity together with a clear understanding of good governance practices including the role and responsibilities of Boards and of individual Directors in a modern context;
- Excellent communication skills, both oral and written
- A working knowledge of relevant legislation and obligations that Companies must adhere to e.g. Companies Act, Charities Act, Data Protection Legislation.
- The ability to work effectively with others and act to address any conflict which may arise,
- An understanding of the work and remit of the Citizens Information Phone Service and the wider environment in which the Citizens Information Phone Service operates;

Please give careful consideration to the possibility of any potential conflict of interest that may arise if appointed to this Board.

Successful applicants to the Board will be provided with induction and governance training as appropriate.

How to apply

Please **email** your application form to: Cips.admin@citinfo.ie

Ensure your application form clearly specifies how your particular background and experience meets the requirements of the Board position(s) specified in this expression of interest document.

All expressions of interest received will be assessed by the Nominations Committee. The assessment will be based on a review of applicant's documentation received.

If you have any questions regarding the application process, please email CIPS.admin@citinfo.ie

Data Protection

For details on how your personal data will be used as part of this process our Data Protection Notice for job applicants is available at:

https://www.citizensinformationboard.ie/en/data_protection/cips.html

PLEASE NOTE:

No person shall be eligible to be a Board member if he/she is an employee or board member of a CIS or MABS company, or is an employee or board member of the funder.

Appendix 1

This Statement should be brought to the attention of every grant receiving body

If you are in receipt of Public Funding you should

<p style="text-align: center;">Clarity</p> <p>Understand the purpose and conditions of the funding and the outputs required</p> <p>Apply funding only for the business purposes for which they were provided</p> <p>Apply for funding drawdown only when required for business purposes</p> <p>Seek clarification from the grantor where necessary – on use of funds, governance and accountability arrangements.</p>	<p style="text-align: center;">Governance</p> <p><i>Ensure appropriate governance arrangements are in place for:</i></p> <p>oversight and administration of funding</p> <p>control and safeguarding of funds from misuse, misappropriation and fraud</p> <p>accounting records which can provide, at any time, reliable financial information on the purpose, application and balance remaining of the public funding</p> <p>Accounting for the amount and source of the funding, its application and outputs/outcomes.</p>
<p style="text-align: center;">Value for Money</p> <p><i>Be in a position to provide evidence on</i></p> <p style="text-align: center;">effective use of funds</p> <p>value achieved in the application of funds</p> <p>avoidance of waste and extravagance</p>	<p style="text-align: center;">Fairness</p> <p>Manage public funds with the highest degree of honesty and integrity</p> <p>Act in a manner which complies with relevant laws and obligations (e.g. tax, minimum wages)</p> <p>Procure goods and services in a fair and transparent manner</p> <p>Act fairly, responsibly and openly in your dealings with your Grantor</p>