

## Position of Board Director (Voluntary)

North Dublin

**Citizens Information Service**

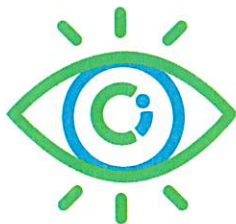
# About

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North Dublin Citizens Information Service North Dublin Citizens Information is a trusted provider of free, impartial, confidential information, advice and advocacy on a wide range of public services in Ireland. We help individuals understand and access their rights and entitlements.

We are committed to delivering maximum public value by using every euro responsibly, transparently and effectively to achieve measurable results.

North Dublin CIS is a regional non-profit company limited by guarantee and registered with the Charities Regulator.



## Our Vision

A Society where everybody has access to free, impartial and up-to-date information, advice and advocacy to secure their rights and entitlements.



## Our Mission

Empowering people to make informed decisions by providing free, impartial and up-to-date information, advice and advocacy on their rights and entitlements.



## Our Values

- People-centred
- Empowering
- Trustworthy
- Independent
- Accessible



## Role Purpose

As a Board Director, you will contribute your expertise to the strategic governance and leadership to the Citizens Information Service. You will ensure that the organisation delivers high-quality services, operates to the highest standards of governance, and meets its obligations under its Service Level Agreement with the Citizens Information Board.

Board members are expected to contribute to strategic decision-making, oversight of risk and finances, policy development, and the ongoing effectiveness and accountability of the organisation.

- Specifically NDCIS are seeking to recruit a Chair for the Board.
- The role of the Chair is to preside over the Board meetings of the company
- The role description for the Chair is attached
- If you are interested in being involved in our Board, however are not interested in the role of Chair, or don't meet all the listed requirements, please contact us anyway to discuss your interest

## Time Commitment & Terms

- This is a voluntary, unpaid role (travel and subsistence covered in line with policy)  
Attend approx. 8 board meetings annually, plus committee work and preparation
- Estimated commitment: 10–15 hours per month
- Directors are appointed for up to 3 years, with a maximum of 2 terms

## Key Responsibilities

- Oversee strategic direction and performance of the service in line with its mission and public interest
- Uphold the principles of good governance, accountability, and value for money
- Ensure compliance with legal, ethical, and regulatory obligations (Companies Act, Charities Act, GDPR, etc.)
- Contribute to the development and review of strategic plans, policies, and annual budgets
- Support and monitor service delivery to ensure quality, equity, and accessibility
- Participate actively in board committees (e.g. Finance, Audit & Risk; Service Delivery & Development; HR; Nominations)
- Promote the organisation's values, visibility, and independence
- Maintain confidentiality and act with integrity, loyalty, and professionalism

## Essential Knowledge and Experience

Candidates must demonstrate knowledge and experience in two or more of the following areas:

Good Knowledge and Understanding	Experience (Competency)
Role of the board of directors (including the role and responsibilities of boards and of individual directors)	<ol style="list-style-type: none"> <li>1. Experience of being a board member/trustee of a community, voluntary or charitable organisation.</li> <li>2. The ability to critically analyse information, constructively challenge the opinions of others, work to a shared consensus and accept collective responsibility for regional board decisions.</li> <li>3. The ability to work effectively with others and act to address any conflict which may arise.</li> </ol>
Governance of Charities (Company Limited by Guarantee). Displays knowledge of relevant legislation and obligations e.g. Companies Act, Charities Act, GDPR	<ol style="list-style-type: none"> <li>4. Experience in corporate governance and compliance and applying best practice in the governance of a community, voluntary or charitable organisation, including risk identification and management.</li> </ol>
Strategic Planning and Leadership	<ol style="list-style-type: none"> <li>5. Displays an ability to take a broad perspective on the future strategic development of the organisation and its services.</li> <li>6. Experience in leading a team to implement the strategic objectives, vision and mission.</li> </ol>
Public and Social Policy	<ol style="list-style-type: none"> <li>7. Experience in the development and/or implementation of social policy in the community / voluntary sector.</li> </ol>
Financial Management, Procurement and Risk	<ol style="list-style-type: none"> <li>8. Experience in accountancy, audit, corporate finance including the ability to understand board level financial data, budgeting and sound financial management practices.</li> <li>9. Experience in the identification and management of key risks. Experience of public procurement policy and procedures.</li> </ol>
Management	<ol style="list-style-type: none"> <li>10. Experience in the efficient and effective running of a community, voluntary or charitable organisation by ensuring that the charity has an appropriate management structure and management systems to fulfil its strategic objectives and to enable it to carry out its work.</li> <li>11. Experience in Human Resources at a senior level (employment law, industrial relations, pensions and organisational development, recruitment).</li> </ol>
External and Internal Relations	<ol style="list-style-type: none"> <li>12. Experience in communications, marketing and media/public relations. Demonstrates good communication skills, both oral and written.</li> <li>13. Experience in change management.</li> </ol>
Knowledge of the Citizens Information Service	<ol style="list-style-type: none"> <li>14. Experience of working within the not-for-profit sector or within the remit of the Citizens Information Service or other similar advocacy organisation and the wider environment in which it operates.</li> </ol>

## Confidentiality & Ethics

Board members must maintain strict confidentiality, especially in relation to staff, service users, and sensitive board matters. Ethical conduct and transparency are fundamental to maintaining trust in the organisation and the wider Citizens Information network.

## Training and Support

All new board members receive a structured induction and ongoing opportunities for governance training and development to support them in their role.

## How to Express Interest

To express your interest in becoming a Board Director, please complete the Expression of Interest form and email it to: teresa.gill @citinfo.ie

Closing date/time for receipt of applications is 23:59 on: 01 December 2025

For questions about the role or the application process, contact Mary Watters, Regional Manager of North Dublin Citizens Information Service.

# Citizens Information

North Dublin **Citizens Information Service (CIS)**

Company No. 630189, Charity Registration Number                     , CHY 22477







*funded & supported by*  
Citizens **Information** Board  
*information · advice · advocacy*

Visit [www.citizensinformation.ie](http://www.citizensinformation.ie)  
Nationwide phone service 0818 07 4000  
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