

# Board of Directors Recruitment Booklet





# North Munster Citizens Information Service Company

(Company No. 629813, Charity Registration Number 20205910)

## Recruitment Booklet For the appointment of Director

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## 1. Background

Citizens Information Services (CIS) are companies that provide information, advice and advocacy to callers in relation to their rights and entitlements. Services are provided on a drop-in basis, via phone, letter/email, or other channels. There are Citizens Information Centres right across Ireland, and these are supported by outreach locations. For more information please see: [www.citizensinformation.ie](http://www.citizensinformation.ie)

**North Munster Citizens Information Service CLG is a regional company established in 2018. The company covers the counties of Waterford, Tipperary, Limerick and Clare.**

## 2. Functions of the North Munster Citizens Information Service Board (the Company)

The overall function of the Regional Board is to deliver Citizens Information Services in the region in accordance with a Service Level Agreement with 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 objects of the companies are:

- The advancement of education and to benefit the community within the region through the provision of a free and confidential information, advice and advocacy service to the community
- To inform, educate and empower all individuals in the region without discrimination on the grounds of gender, marital 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 in the region. In providing this service, the companies must adhere to the financial and operational guidelines for Citizens Information Services as prescribed by the Citizens Information Board from time to time.

The Regional Board will also have a social policy role. It will support members of the public by researching and providing information on the effectiveness of current social policy and services, and by highlighting issues that are of concern to users of those services.

The new members of the Regional Board will be appointed to oversee and support the provision of services to the public who require information, advice and advocacy in relation to their rights and entitlements.

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

- **Clarity**
- **Governance**
- **Value for Money**
- **Fairness**

Regional 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.

An important role of the Regional Board members is to maintain the trust of the clients and customers in the independence of the Citizens Information Service.

## 2.1 Core Attitudes and Values

The Core Values of North Munster CIS are as follows:

- We are committed to advancing the stated purpose as set out under the Company's constitution
- We believe that access to free information is a basic right of all individuals
- We value and respect the dignity and diversity of our customers and their individual needs
- We value and respect the diversity at all levels of the corporate structure: Board, staff and volunteers
- We act professionally at all times and will treat all customers with equality, dignity and confidentiality
- We uphold the principle of equality at all levels of the corporate structure; Board, staff and volunteers
- We provide accessible, customer-focused service – placing particular emphasis on meeting the needs of marginalized groups and individuals including supporting people in self-advocacy, representative advocacy and sign-posting/referral where appropriate

- We lead our staff and volunteers, and will support their learning and development to achieve excellence in our service
- We work in partnership with other local Companies and Service Delivery Partners to support easy access to information for our customers
- We behave with integrity, loyalty, transparency and commitment
- We exercise proper control and are accountable and transparent
- We work effectively and show value for money at all times

### 3. North Munster Citizens Information Service Regional Board Requirements

The North Munster region requires a full Regional Board to be maintained. Maximum Board membership for the region is 10 directors, including the Chairperson.

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

There will be approximately 8 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 a Board shall be appointed to serve for a term of up to three years and may only serve for a maximum of two terms, either consecutively or cumulatively.

Under its Constitution, the Board has established a Finance, Audit and Risk (FAR Committee) and a Service Delivery and Development (SDD) Committee. Also the Board has established a HR Committee and a Nominations Committee.

#### 3.1 The Finance, Audit and Risk (FAR) Committee

Among the members of FAR there shall be at least one member with extensive finance experience (ideally a qualified accountant), and it should include some other members who are experienced in dealing with budgeting and financial systems and reporting on a scale similar to that of the operations of the company. Where possible the committee should also include a member who has experience of managing risk in a non-commercial setting.

## **Responsibilities**

The FAR committee shall have responsibility to advise the Board on matters including budgeting and monitoring of cash-flow, financial reporting requirements, value for money, governance, risk management, procurement, internal control, internal audit, external audit; and reviewing its own effectiveness.

### **3.2 The Services Delivery and Development (SDD) Committee**

The Committee shall include at least two members from Local Advisory Committees (where established). Among the members shall be at least one person experienced in Money Advice/ Citizens Information service provision.

## **Responsibilities**

The SDD committee shall have responsibility to advise the Board on matters relating to the quality and quantity of service delivery across the region, to identify services which are not meeting agreed standards, to identify the potential and need for different and / or new services and to propose changes which will enhance the nature of services through the initiation of research, or of piloting new approaches.

### **3.3 The Nominations Committee**

The company shall establish a Nominations Committee as needed for the purposes of Board self-evaluations and the recruitment and nomination of new Board members.

### **3.4 The HR Committee**

The purpose of the HR Committee is to provide support and advice to the Regional Manager and the Board of directors in the management of the human resources, employee and industrial relations (IR) functions within the CIS.

The Board may establish other 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 Regional Board.

## 4. Person Specification

Candidates for Board membership must demonstrate that they have an understanding of the core values of North Munster CIS; that they possess the essential knowledge, skills and experience of governance required for Board membership and that they understand the importance of serving local communities.

### 4.1 Core Attitudes and Values

In executing the main object of the company outlined in Section 2, North Munster CIS are looking for candidates that can demonstrate the following core values:

- **Public Service:** Board members should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends
- **Integrity:** Board members should not place themselves under any financial or other obligation to outside individuals or charities that might seek to influence them in the performance of their official duties
- **Objectivity:** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, Board members should make choices on merit.
- **Accountability:** Board members are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness:** Board members should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty:** Board members have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership:** Board members should promote and support these core values by leadership and example.



## 4.2 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)**

Experience of being a board member/trustee of a community, voluntary or charitable organization.  
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.  
The ability to work effectively with others and act to address any conflict which may arise.

**Governance of Charities (Company Limited by Guarantee). Displays knowledge of relevant legislation and obligations e.g. Companies Act, Charities Act, GDPR**

Experience in corporate governance and compliance and applying best practice in the governance of a community, voluntary or charitable organization, including risk identification and management.

**Strategic Planning and Leadership**

Displays an ability to take a broad perspective on the future strategic development of the organisation and its services.  
Experience in leading a team to implement the strategic objectives, vision and mission.

**Public and Social Policy**

Experience in the development and/or implementation of social policy in the community / voluntary sector.

**Financial Management, Procurement and Risk**

Experience in accountancy, audit, corporate finance including the ability to understand board level financial data, budgeting and sound financial management practices.  
Experience in the identification and management of key risks. Experience of public procurement policy and procedures.

**Management**

Experience in the efficient and effective running of a community, voluntary or charitable organization 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.  
Experience in Human Resources at a senior level (employment law, industrial relations, pensions and organisational development, recruitment).

**External and Internal Relations**

Experience in communications, marketing and media/public relations. Demonstrates excellent communication skills. Experience in change management.

**Knowledge of the Citizens Information Service**

Experience of working within the not-for-profit sector or within the remit of the Citizens Information Service or other similar advocacy organization and the wider environment in which it operates.

### 4.3 Maintaining Board Confidentiality

From time to time Board members/trustees will be involved in activities either at Board meetings or on behalf of the Board which call for tact, discretion and above all, confidentiality. Some of the more obvious examples of this include staff and employment issues or commercially sensitive information or comments during honest and open Board discussions. The proceedings of all such meetings are confidential to those taking part.

Having considered the general suitability criteria for membership of a Regional Board, candidates should consider carefully how their background and experience fits with the specific appointment criteria set out in the Person Specification above. Candidates should give careful consideration to the possibility of any potential conflict of interest that may arise if appointed to this Regional Board.

Successful applicants to this Regional Board will be provided with induction training as appropriate.

## 5. How to Apply

Please email your application form to [ciaran.casey@citinfo.ie](mailto:ciaran.casey@citinfo.ie)

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

An Assessment Panel will be created and convened by North Munster Citizens Information Service to consider and assess the expressions of interest received. The assessment will be based on a review of applicants' documentation received and potential members will be invited to meet with the Nominations Committee prior to appointment.

If you have any questions regarding the application process please email the Regional Manager, Ciarán Casey at [ciaran.casey@citinfo.ie](mailto:ciaran.casey@citinfo.ie)

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

## If you are in receipt of Public funds

### CLARITY

Understand the purpose and conditions of the funding and the outputs required.

Apply funding only for the business purposes for which they were provided.

Apply for funding drawdown only when required for business purposes.

Seek clarification from the grantor where necessary - on use of funds, governance and accountability arrangements.

### VALUE FOR MONEY

**Be in a position to provide evidence on:**

effective use of funds

value achieved in the application of funds

avoidance of waste and extravagance.

### GOVERNANCE

**Ensure appropriate governance arrangements are in place for:**

oversight and administration of funding

control and safeguarding of funds from misuse, misappropriation and fraud

accounting records which can provide, at any time, reliable financial information on the purpose, application and balance remaining of the public funding

accounting for the amount and source of the funding, its application and outputs/outcomes.

### FAIRNESS

**Manage public funds with the highest degree of honesty and integrity.**

Act in a manner which complies with relevant laws and obligations (e.g. tax, minimum wages).

Procure goods and services in a fair and transparent manner.

Act fairly, responsibly and openly in your dealings with your Grantor.



An Roinn Caiteachais  
Phoiblí agus Athchóirithe  
Department of Public  
Expenditure and Reform

## 6. Confidentiality

Subject to the provisions of the Data Protection Act 2018 and GDPR, all applications will be treated in strict confidence. All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process.

## 7. Data Protection

A data protection notice which accompanies this booklet can be obtained from [ciaran.casey@citinfo.ie](mailto:ciaran.casey@citinfo.ie)



