

Board of Directors  
**Recruitment Booklet**





# South Connacht Citizens Information Service Company

(Company No. 629660, Charity Registration Number 20203540)

## Recruitment Booklet For the appointment of Director

[Closing Date for receipt of applications – Tuesday 30<sup>th</sup> April 2024](#)

---

### Contents

<b>1. Background</b>	<b>4</b>
<b>2. Functions of the South Connacht Citizens Information Service Board (the Company)</b>	<b>4</b>
21 Core Attitudes and Values	5
<b>3. South Connacht Citizens Information Service Regional Board Requirements</b>	<b>6</b>
31 The Finance, Audit and Risk (FAR) Committee	6
32 The Services Delivery and Development (SDD) Committee	7
33 The Nominations Committee	7
34 The HR Committee	7
<b>4. Person Specification</b>	<b>8</b>
41 Core Attitudes and Values	8
42 Essential Knowledge and Experience	9
43 Maintaining Board Confidentiality	10
<b>5. How to apply</b>	<b>10</b>
<b>6. Confidentiality</b>	<b>12</b>
<b>7. Data Protection</b>	<b>12</b>

# 1. Background

Citizens Information Services (CIS) provide information, advice and advocacy services to the public to inform them of their civil and social rights and entitlements and their civic duties. There are Citizens Information Centres right across Ireland. Services are delivered face-to-face in these centres, over the phone and via email. Local services are supported at a national level by the Citizens Information Phone Service (CIPS). For more information please see: [www.citizensinformation.ie](http://www.citizensinformation.ie) Citizens Information Services are managed by eight regional companies.

**South Connacht Information Service CLG** is a regional company established in 2018. The company oversees the delivery of citizens information services in the counties of **Galway, Mayo and Roscommon**.

## 2. Functions of the board of South Connacht Citizens Information Service (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, 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 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 also has a social policy role and supports 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 regional board has the responsibility to oversee and support the provision of services to the public who require information, advice and advocacy in relation to their rights and entitlements.

Directors 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 South Connacht 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, representation 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. South Connacht Citizen Information Service – Board Requirements

### Board Information

The board of South Connacht Citizens Information Service currently has nine directors. A number of directors due to stand down later this year when they have completed their maximum term under the company constitution. The maximum board membership for the company is ten directors, including the chairperson.

As required by its Constitution, South Connacht Citizens Information Service has established a Finance, Audit and Risk Committee (FAR) and a Service Delivery and Development Committee (SDD). The board has also established a HR Committee.

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

Each director is 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.

### Meetings and Time Commitment

There are approximately 8 board 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.

### Current Vacancies

South Connacht Citizens Information Service wishes to recruit up to four additional director at this time. Applicants for the Board of South Connacht CIS must be resident in one of the South Connacht counties, **i.e. Galway, Mayo or Roscommon.**

The essential knowledge, skills and experience of governance required for board membership are set out in Section 4 below.

### Closing Date

Closing Date for Receipt of Applications: 5.00pm on Tuesday 30<sup>th</sup> April 2024

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

#### **Purpose**

The FAR committee has responsibility for advising 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.

Among the members of FAR there must be at least one 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.

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

#### **Purpose**

The SDD committee has responsibility for advising 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 HR Committee**

#### **Purpose**

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.

### **3.4 Other Committees**

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 South Connacht 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.

### Please note:

- Applicants for the Board of Directors of South Connacht CIS must be resident in one of the South Connacht counties, **i.e. Galway, Mayo or Roscommon.**
- In recruiting additional members, the board will have due regard to ensuring that appropriate gender balance and geographical representation from across the region is achieved.

### 4.1 Core Attitudes and Values

In executing the main objects of the company outlined in Section 2, South Connacht CIS is 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 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)**

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, and 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 good communication skills, both oral and written.  
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 completed application form to Diarmaid O'Sullivan, Regional Manager:

**Diarmaid.OSullivan@citinfo.ie**

Please ensure your application form clearly specifies how your particular background and experience meets the requirements of the regional board positions specified.

An Assessment Panel will be created and convened by South Connacht 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, Diarmaid O'Sullivan at **Diarmaid.OSullivan@citinfo.ie**

*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;"><b>Clarity</b></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;"><b>Governance</b></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;"><b>Value for Money</b></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;"><b>Fairness</b></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>

## 6. Confidentiality

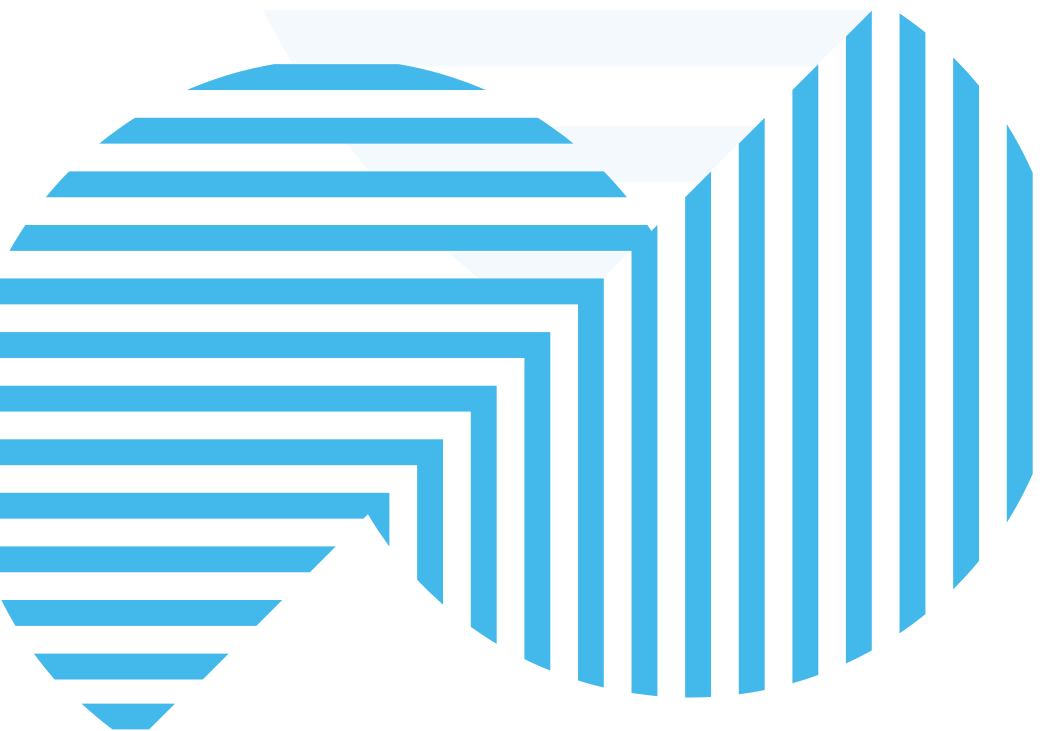
Subject to the provisions of the Data Protection Act 2018 and GDPR, all applications will be treated in strict confidence. All enquires, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those directly involved in that aspect of the process. A data protection notice which accompanies this booklet can be obtained from [Diarmaid.OSullivan@citinfo.ie](mailto:Diarmaid.OSullivan@citinfo.ie)

## 7. Data Protection

***'South Connacht CIS Data Protection Privacy Notice for Board Applications'***.

You can request data protection booklet via email from: [Diarmaid.OSullivan@citinfo.ie](mailto:Diarmaid.OSullivan@citinfo.ie)





**Citizens Information**



**SOUTH CONNACHT** CITIZENS INFORMATION SERVICE

**Registered Office:** c/o Citizens Information Board, 4th Floor, Dockgate,  
Merchant's Road, Galway H91EY10

*Supported and Funded by the Citizens Information Board*

Visit [www.citizensinformation.ie](http://www.citizensinformation.ie)

**Nationwide phone service: 0818 07 4000**

Company Limited by Guarantee. **Registration:** Registered in Dublin. **Company No:** 629660. **Charity Registration Number:** 20203540

**Directors:** Vincent Roche, Patricia Hughes, Patrick Murphy, Micheal McGing, Margaret Mulligan, Jolene Gacquin, Rebecca Lyons, Melanie Cullen, Anne Leahy