citizens advice bureau

Chief Executive Officer

Candidate pack





DUMFRIES & GALLOWAY
CITIZENS ADVICE SERVICE

“Dumfries and Galloway should be proud of the service D&G CAS provide for people in the region.”

Hamish
Client





“D&G CAS saved my life. I will never be able to repay them.”

Evaline
Client

“I wouldn’t be overstating the issue when I say D&G CAS saved my life.”

Peter
Client



Chair’s Welcome



As Chair of the Board of Directors, I would like to thank you for your interest in the post of Chief Executive Officer of Dumfries and Galloway Citizens Advice Service.

As you read through this brochure you will get a flavour of who we are, our culture, our values, our vision and above all the important role we play in ensuring that the people of Dumfries and Galloway get all that they are entitled to.

Our people negotiate highly complex, emotive issues at a very difficult time in people’s lives, and at a time where the funding of the service is undergoing significant review and in all likelihood, will require finding new ways of working.

We are looking to fill this important post from 1 April 2027. We would ideally like the preferred candidate to be available to start at the very latest, 2 weeks before that so we can ensure a seamless handover with our outgoing Chief Executive Officer.



Marsali Caig
Chair of the Board

What are we looking for?

- **someone who has a proven track record in visible leadership, ensuring that our team of volunteers and paid staff are fully supported to achieve the highest levels of performance in supporting those most in need**
- **someone who can continue and evolve the strong relationships we have with partners, and who can spot new partnership opportunities and strategic alliances**
- **someone who is politically astute and has well proven communication and influencing skills.**

The preferred candidate will also act as Company Secretary for the Board of Directors.

We welcome applications from individuals who reflect the diversity of our region.

If you share our ambitions and believe that you can make a meaningful contribution in taking our organisation to the next level, we look forward to receiving your application.

About D&G CAS

Dumfries and Galloway Citizens Advice Service is a Company Limited by Guarantee No **179254** and a registered charity No: **SC027107**.

Our headquarters and registered office is located at **109 Irish Street, Dumfries**.

Originally we were a collection of separate bureaux and welfare rights services covering the main towns across Dumfries and Galloway. In **1999** we were amalgamated into the entity that we are today.

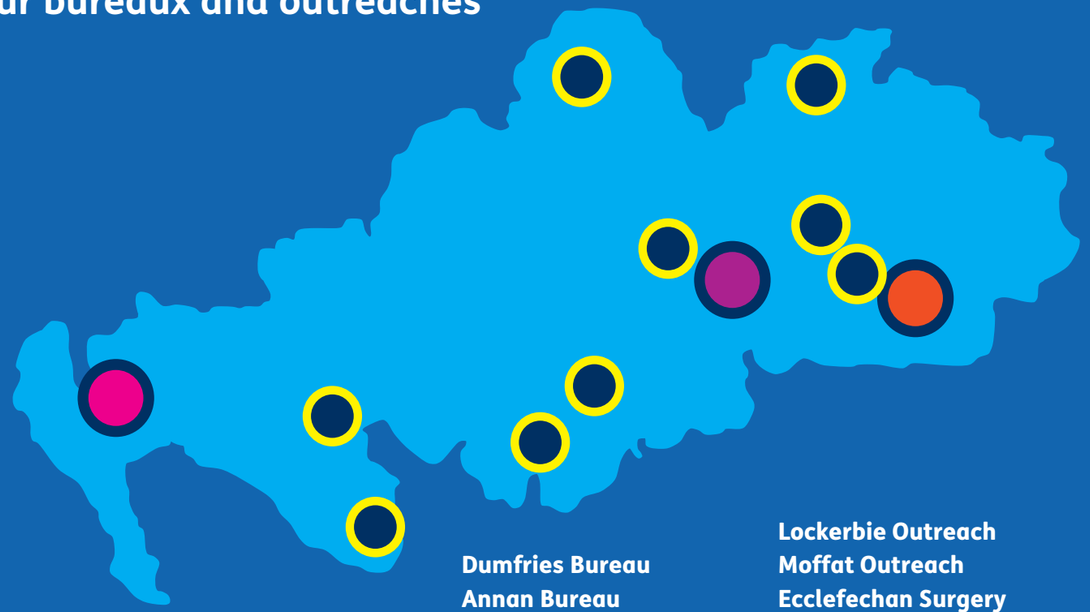
At this moment in time...

We employ **60** members of staff

are supported by **40** volunteers

serving a population of around **145,500**

Our bureaux and outreaches



Dumfries Bureau
Annan Bureau
Stranraer Bureau
Castle Douglas Outreach
Newton Stewart
Whithorn

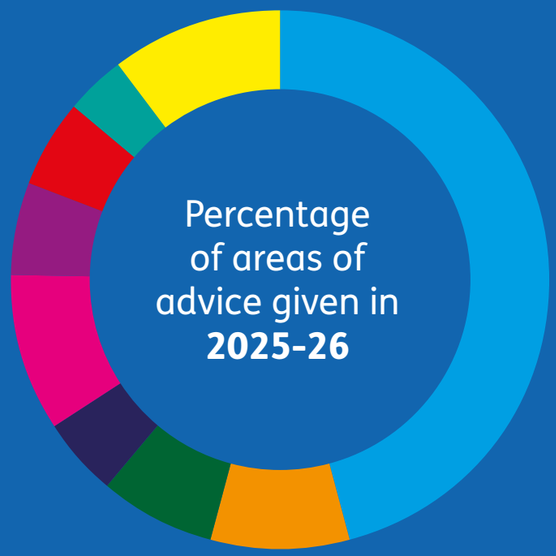
Lockerbie Outreach
Moffat Outreach
Ecclefechan Surgery
NW Dumfries Outreach
Upper Nithsdale
Wanlockhead (video only)
Kirkcudbright Outreach

Service Delivery and performance

We operate a multi-channel service delivery to meet the demographic, gepgraphic and accessibility needs of our clients.

Total contacts: 31,247

Email	14%
Letter	1%
Face to face	25%
Telephone	58%
Online (video, webchat, etc)	2%



A client's journey

When a client seeks help from us their journey to a solution can vary.

A client may initially contact us by telephone or email.

Due to the complexity of their enquiry, the client will have an initial face to face appointment with an adviser.

After this it can be possible for follow up contacts to be by telephone, email or face to face, depending on individual situations and the best outcome possible for the client.

Client satisfaction

100%

of clients who responded to our survey were either

VERY SATISFIED (97%)

SOMEWHAT SATISFIED (3%)

Areas of advice

- Benefits: **45.94%**
- Debt: **8.24%**
- Financial: **7.01%**
- Housing: **4.85%**
- Utilities: **9.5%**
- Work: **5.32%**
- Legal: **5.32%**
- Tax: **3.75%**
- Other: **10.07%**

Our Board

The Service is supported by a corps of up to 12 volunteer directors drawn form across the region, who all come from differing backgarounds, professions and experiences.

Funding

Our income comes from a variety of sources. It should be noted that the funding from Dumfries and Galloway Council is provided in the form of an Advice and Information Services (AIS) Commission. This funding is guaranteed until 31 December 2027 but is subject to a review that is due to be published for Council decision in June 2027.

We gratefully acknowledge the ongoing support from **our funders** and their support of our services.

»Our values

The core beliefs that guide our services and organisational culture are not only for us—but everyone who uses our service.

Trust
A firm belief in someone to do the right thing first time.

Respect
Recognising each other's rights, feelings and abilities.

Inclusion
Welcoming participation in all aspects of D&G CAS business.

»Our principles

Our six main principles guide the work we do and ensure we deliver the best possible service to those who need us.

Free

Confidential

Impartial

Independent

Client's right to decide

Empowerment

»Our twin aims are:

To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their need effectively.

And equally:

To exercise a responsible influence on the development of social policies and services, both locally and nationally.

To achieve our aims our vision is rooted in the strength of our communities. We strive to be where we are needed most delivering support in the Right Place, at the Right Time, in the Right Way and at the Right Cost. Together, we create a future where every voice is heard and every need is met.



Strategic Objectives

1. Influence and Collaboration
We will work in partnership with our stakeholders to shape the design of financially sustainable services, that delivers impact greater than the sum of its parts.

2. High Quality of Service
Our organisation will deliver high quality, efficient, holistic and financially sustainable services for everyone, anywhere in D&G.

3. People
We will offer our staff and volunteers a positive work experience in a supportive environment, that meets our values of trust, respect and inclusion and which recognises their individual skills and contributions.

4. Environment
We will respect our natural environment, by working towards increasing energy efficiency, reducing our carbon footprint and waste to meet net zero by 2045.

Purpose of role

The Chief Executive Officer provides visionary, values-led leadership to ensure the long-term sustainability, influence and impact of DAGCAS. Working in partnership with the Board, the CEO is responsible for developing and delivering the organisation's strategic direction, ensuring high-quality services that meet the changing needs of communities across Dumfries and Galloway while influencing policy and practice at both local and national levels.

The CEO is the organisation's principal ambassador, building strategic relationships across local government, Scottish Government, Citizens Advice Scotland, the NHS, the third sector, regulators, funders and elected members. Through political awareness, strategic insight and collaborative leadership, the CEO anticipates emerging policy, legislative and funding developments, positioning DAGCAS to influence decision-making and secure opportunities that strengthen services and improve outcomes for citizens.

The CEO leads organisational transformation, innovation and continuous improvement, creating a high-performing, inclusive culture that empowers staff and volunteers to deliver excellence. As principal adviser to the Board, the CEO ensures robust governance, effective risk management, financial sustainability and organisational resilience while maintaining the highest standards of integrity and public accountability. The CEO is a visible and accessible leader who actively role models the organisational values.

How to Apply

For further information or to arrange a confidential discussion about this vacancy, please contact either Alan Surgeon or Donna McKay at AWS Executive.

Candidates interested in applying should submit a CV and tailored cover letter outlining their suitability for the role via the link below

https://awsexecutive.com/ceo-for-dgcas/

If you would like to arrange a confidential conversation prior to applying, please email: DGCAS@awsexecutive.com

Candidates are also encouraged to arrange a confidential discussion with the out going CEO and Chair of the Board of Directors prior to application. This can be arranged through DGCAS@awsexecutive.com

Closing Date for Applications:
Tuesday 17th November 2026 at 9.00am.

citizens advice bureau

DUMFRIES & GALLOWAY CITIZENS ADVICE SERVICE

Scottish National Standards for Information & Advice Type III accredited

Scottish Charity No: SC027107

Dumfries & Galloway Citizens Advice Service is a Company Limited by Guarantee No: SC179254

Registered by the Financial Conduct Authority to carry out regulated activities FRN 617449

Registered Office at 109 Irish Street, Dumfries, DG1 2NP