Dumfries & Galloway Citizens Advice Service
Chief Executive Person Specification
Full-time role Salary: £60-65K

Focus	Essential	Desirable
Qualifications	• Degree level qualification or equivalent professional experience in leadership, business management, public administration, organisational development or a related discipline • Evidence of continuing professional development relevant to the role	• Postgraduate qualification (e.g. MBA, MSc, or equivalent) • Chartered membership or professional accreditation in leadership, governance, finance, HR or organisational development or equivalent professional experience
Experience	• Significant senior leadership experience within the public, third or regulated sectors • Demonstrable experience of developing and delivering organisational strategy that has achieved measurable impact • Experience of working effectively with Boards providing strategic advice and ensuring high standards of governance • Successful experience of leading organisational change, transformation and continuous improvement • Experience of building and sustaining high-level partnerships across public, private and third sector organisations • Experience of securing funding, negotiating contracts and developing sustainable income streams • Experience of leading organisational financial planning, resource management and	• Experience within advice services, social justice, welfare rights or community-based organisations • Experience of influencing local or national policy or contributing to or leading local or national consultations • Experience of working within complex partnership or integrated service environments

	delivery of a balanced budget • Experience of representing an organisation with stakeholders, elected members, government officials and the media • Experience of leading, motivating and developing high-performing multidisciplinary teams	
Knowledge	• Excellent understanding of corporate governance, charity regulation and organisational accountability • Strong understanding of the Scottish public sector, third sector and advice landscape • Knowledge of the political, legislative and policy environment affecting advice services, poverty, inequality and public service reform • Sound knowledge of financial management, organisational risk and business planning • Understanding of equality, diversity, inclusion and human rights legislation and its practical application	• Knowledge of Citizens Advice Scotland systems and standards • Knowledge of commissioning, procurement and public sector funding arrangements
Skills and Abilities	• Outstanding strategic leadership and organisational development skills • Well developed political awareness with the ability to navigate complex stakeholder environments • Ability to influence decision-makers at local, regional and national levels • Exceptional communication, negotiation and presentation skills	

	• Ability to build and maintain credibility and trusted relationships with a diverse range of stakeholders • Strong analytical and strategic thinking with the ability to anticipate emerging opportunities and risks • Commercial awareness and ability to identify opportunities for organisational growth and sustainability • Ability to make sound decisions in complex, uncertain and rapidly changing environments • Ability to inspire, empower and develop others while fostering an inclusive, high-performance culture • Experience of governance and risk management	
Leadership Behaviours	• Visionary leadership that inspires confidence and creates a shared sense of purpose • Authentic, values-based leadership with the highest standards of integrity and professionalism • Political awareness and diplomacy when working across organisational and governmental boundaries • Strategic curiosity and innovation, seeking opportunities to improve services and influence wider systems • Collaborative leadership that builds effective partnerships and encourages shared ownership • Resilience, sound judgement and the ability to lead through ambiguity and change • Commitment to equality, inclusion, social justice and citizen-centred services • Personal accountability and a commitment to continuous learning and self-development	
Personal Attributes	• Visible, inspirational and credible leader • Strategic and forward-thinking • Politically astute • Confident ambassador and advocate • Emotionally intelligent and self-aware • Collaborative and approachable • Resilient and adaptable • Decisive and solutions-focused • Committed to public service, social justice and organisational values	

Other requirements	• Ability to travel throughout Dumfries and Galloway and nationally as required • Willingness to work flexibly, including occasional evenings and weekends • Satisfactory Disclosure Scotland/PVG Scheme membership

Success Profile

The successful Chief Executive will be recognised as a strategic leader who can shape the future of the organisation through vision, influence and collaboration. They will build confidence with the Board, staff, partners and funders, champion the needs of communities locally and nationally, and build on the position of the organisation as an influential and trusted voice within Scotland's advice sector.