Dumfries & Galloway Citizens Advice Service
Chief Executive – Job Description

This role is being recruited to on a full-time basis with a salary range of £60-65K.

Role Purpose

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.

Strategic Leadership and Corporate Responsibilities

The Chief Executive will:

Strategic Leadership

- Develop and deliver an ambitious long-term vision and strategy that ensures the sustainability, relevance and growth of the organisation.
- Scan the political, economic, social and legislative environment to identify emerging risks, opportunities and strategic priorities.
- Lead organisational transformation and innovation, ensuring the organisation remains responsive to changing community needs, public policy and funding landscapes.
- Build a culture of strategic thinking, continuous improvement and evidence-informed decision-making across the organisation.

Influencing and External Leadership

- Act as the principal representative and advocate for DAGCAS locally, regionally and nationally.
- Build, maintain and nurture effective relationships with elected members, public sector leaders, Scottish Government officials, Citizens Advice Scotland, funders, regulators and strategic partners.
- Represent the organisation in national forums, consultations, partnerships and policy development, ensuring the voice and experience of local communities informs national decision-making.
- Champion social justice, equality and inclusion through effective influencing, advocacy and partnership working.

Political Awareness and System Leadership

- Demonstrate a sophisticated understanding of the political environment, public policy and legislative developments affecting advice services, the third sector and public service reform.
- Anticipate changes in government priorities, commissioning arrangements and funding models, positioning the organisation to respond proactively.

- Influence policy development through constructive engagement with decision-makers and strategic partners.
- Maintain a strong understanding of local and national political priorities while ensuring the organisation remains independent, impartial and trusted.

Governance and Corporate Leadership

- Work in partnership with the Chair and Board to provide strategic advice, assurance and leadership.
- Work with the Chair and the Board to strategically develop a high quality, financially sustainable service.
- Ensure exemplary standards of governance, regulatory compliance, risk management and organisational performance.
- Promote and role model a culture of transparency, accountability and ethical leadership.
- Ensure the Board receives high-quality strategic intelligence to support informed decision-making.

People and Organisational Leadership

- Be a visible and accessible leader with an open-door policy and presence across the service.
- Inspire, empower and develop a high-performing workforce and volunteer community.
- Lead organisational culture, talent development and succession planning.
- Foster collaborative leadership, innovation and wellbeing across the organisation.

Financial and Commercial Leadership

- Secure the organisation's long-term financial sustainability through strategic planning, income diversification and commercial awareness.
- Develop relationships with commissioners, funders and partners to maximise investment and impact.
- Lead negotiations relating to funding, contracts and strategic partnerships.

Partnership and Community Leadership

- Develop influential and impactful partnerships across health, social care, local government, justice, housing and the third sector.
- Position DAGCAS as a trusted strategic partner within local and national systems.
- Ensure the organisation contributes to wider public service reform and poverty reduction, reducing inequality and improving outcomes for citizens and communities.