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| SCQF Level 12 | Chief Executive |
| Reporting To | Board of Directors |
| Job Function /Location | Dumfries HQ with travel throughout the region |
| Purpose of Job | The Chief Executive Officer is responsible for leading the development and execution of DAGCAS’ long term strategy with a view to providing the best advice to the people of Dumfries & Galloway. The CEO’s leadership role also entails being ultimately responsible for all day-to-day management decisions and for implementing the Company’s long and short term plans. The CEO acts as a direct liaison between the Board and management of DAGCAS and communicates to the Board on behalf of management. The CEO also communicates on behalf of DAGCAS to local and national Government authorities, employees, Citizens Advice Scotland, other stakeholders and the public. |
| Competencies | |
| Scope of Work | * Provide general oversight of all DAGCAS activities, manages the day-to-day operations, and assures a smoothly functioning, efficient organisation * Assure advice quality and organisational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation. Ensure compliance with quality & statutory standards including those relating to the Office of the Scottish Charity Regulator. * Assure a work environment that recruits, retains and supports quality staff and volunteers. Assure processes for selecting, development, motivating, and evaluating staff and volunteers. * Oversee the fiscal activities of the organisation including budgeting, reporting and audit. * Be pro-active in identifying new market opportunities to sustain and, where appropriate, grow the organisation including being aware of the need to respond to a changing environment where tendering and commissioning may be required. * Work with the Chair to enable the Board to fulfil its governance functions and facilitates the optimum performance by the Board, its committees and individual board members. * Serve as chief spokesperson for DAGCAS assuring proper representation of DAGCAS to the outside community, partners and media * Support the Board to determine DAGCAS’ values, mission, vision, and short- and long-term goals. * Undertake any other specific duties that may be required |
| Degree of Autonomy | * Line manage staff through the provision of regular support and supervision, annual appraisals and training. Inspire integrity, ensure focus on the organisation’s aims and objectives by all staff and foster a performance-orientated culture. * Responsible for the effective negotiation and management of contracts with funders * Oversees the fiscal activities of the organisation including budgeting, reporting and audit. * Act as Company Secretary and assure the filing of all legal and regulatory documents and monitor compliance with relevant laws and regulations. * Serve as chief spokesperson for DAGCAS, assuring proper representation of DAGCAS to the outside community, partners and media * Support the Board to determine DAGCAS’ values, mission, vision, and short- and long-term goals. * Responsibility for implementation and improvement of all aspects of health and safety ensuing compliance with all relevant regulations * Responsible for all aspects of risk management including maintenance of the risk register and reporting to the Audit and Risk Subcommittee * Be aware of the 3rd sector operating environment such as those legislative developments, social trends and needs likely to affect demand for information and advice and opportunities for service development. * Champion any short, medium and longer term internal change management requirements on behalf of the Board. * Foster and maintain open and supportive relationships with key partners and funders in order to inform the work of DAGCAS to further its goals and help sustain its development |
| Processes | * Develop and maintain a 3 year business planning cycle and annually reviewed business plan and operational plan to ensure DAGCAS’ relevance, sustainability and financial viability. * Maintain an awareness of technological developments and ensure that the service operates in ways which makes the best possible use of the resources available |
| Quality | * Ensure all quality standard requirements are met and are compliant with relevant bodies and internal and external stakeholders. * Ensure legal and regulatory documents are monitored and adhered to relevant requirements. |
| Knowledge | * Understand the aims and principles of all aspects of DAGCAS’ operational and strategic business requirements and contribute to the development and revision of policies and procedures and practice as required. * Identify and progress matters of social policy relevant to the remit and within current guidelines and processes. * Have and maintain expertise in relevant legislation, case law, codes of practice related to this field of work. |
| Personal Development | * Identify personal strengths and weakness, as well as personal training needs. Attend in-house and external training courses as appropriate |