



Chief Executive Officer Recruitment Pack

2025

5th November 2025

Dear Applicant,

Chief Executive Officer

Thank you for your enquiry about the above post.

Enclosed you will find the recruitment pack, which includes the job description, person specification, and an equality and diversity monitoring form. There is also some background information about our organisation, Glasgow North West Citizens Advice Bureau.

Your application should include your CV and covering letter, which highlight clearly how you meet the person specification and your motivations for applying.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information under the Protection of Vulnerable Groups Scheme.

We look forward to receiving your application by the closing date of 5pm, 15th December. We would ask that you provide an email address and telephone number where we can contact you day and/or evening.

We aim to hold first interviews during week beginning 12th January and second interviews on Tuesday 20th January.

Yours sincerely,

Ellen Vanderhoven
Chair

Information to Applicants

GNWCAB has provided a range of holistic information and advice to the residents of North West Glasgow for more than four decades. We are a member of the nationally recognised brand of Citizens Advice Bureau (CAB) and the umbrella body Citizens Advice Scotland (CAS). CAS membership requires that we meet specific conditions of service and work towards the network's twin aims related to 1) the provision of free, impartial, confidential, and independent advice; and 2) the exercise of reasonable influence on social policies and services, through local and national campaigning.

Like all bureaux, GNWCAB operates as a wholly independent charity overseen by a Board of Directors, who represent the interests of local residents. Our work is supported by funding from the local authority, as well as partnerships with public and private bodies, grants from charitable trusts and foundations, and individual and corporate giving.

GNWCAB is staffed by paid staff and trained volunteers under the supervision of the Chief Executive Officer and the management team. Enquiries are received across a wide range of fields, and clients expect high quality advice and assistance – including representation at tribunals – on what are, at times, highly complex matters. The main enquiries at present relate to welfare benefits, debt, and finances; utilities (including energy); immigration; housing; and family and personal situations.

The Bureau offers advice Monday to Friday between 9am and 5pm. Our team of 28 members of staff and 16 volunteers maintain a high-quality, multi-channel service, including telephone, email, and webchat. During a current period of premises transition, face-to-face advice is delivered across a range of outreach locations in North West Glasgow. Once established in new main offices in Maryhill, face-to-face provision will remain a core tenet of our delivery model.



GNWCAB is a trusted and well-respected organisation. We enjoy high levels of client satisfaction and the excellence of our training programme is widely recognised. Our volunteer workforce and paid staff are fully committed and strive to provide the advice sought by thousands of clients each year. We operate a four-day working week for all paid staff.

For a full overview of all our services and current work, please visit our website at: www.gnwcab.org.uk

GNWCAB is a company limited by guarantee and incorporated in Scotland number SC202642 as a charity by HMRC no SC005641.

Job description

Chief Executive

Employer: Board of Directors

Job Title: Chief Executive Glasgow North West CAB

Responsible for: All staff and volunteers

Salary: £50,000–£55,000 (dependent on experience)

Term: Permanent, subject to funding

Hours: 32 hours per week (4 day working week), with support for flexible working practices

Location: Maryhill/Possilpark, Glasgow

Employers Pension Contribution: 6%

Annual leave: 25 days annual leave entitlement plus 10 days public holiday.

Key responsibilities

- Leading the senior management team in the creation and delivery of the business plan
- Securing the long-term financial sustainability of the organisation on an ongoing basis and supporting the Business Development Manager with implementation of the fundraising strategy
- Developing and delivering short-, medium-, and long-term strategy in partnership with the Board of Directors, ensuring that the organisation meets the needs of local communities
- Overseeing the delivery of professional quality services, evaluating and implementing systems that ensure efficient and accessible services while maintaining staff and volunteer welfare, and propagating a culture of leadership and high-level employee and volunteer engagement throughout the organisation
- Maintaining a reputation for excellence and developing strong partnership relations
- Advising and guiding the Board to ensure compliance with statutory and membership requirements whilst acting as company secretary

Strategy

- Lead the development and review of the Strategic Plan in partnership with the Board including projects development, fundraising strategy, and standards for quality and excellence
- Develop, implement, and review operational plans to ensure organisational objectives are met
- Report regularly to the whole team and the Board on management accounts, strategic updates and key performance indicators

Management of resources

- Responsibility for ensuring the management and welfare of staff, their development and support and supervision in line with the organisational structure
- Oversee scheme of delegation and ensure that staff are supported and empowered to achieve best results for clients and the organisation
- Day-to-day management and review of the organisation's budgets to ensure targets are met with Finance Manager
- Prepare financial reports and budget proposals in partnership with Finance Manager and the Board
- Prepare a risk register and provide regular risk reports
- Oversee fundraising activities with Business Development Manager and approval of applications for funding
- Ensure the organisation's premises and equipment are secure and maintained.

Services

- Ensure services comply with quality control frameworks including Citizens Advice Scotland (CAS) audits; Scottish National Standards for Advice and Information Agencies
- Lead development plans for improvement and innovation across services
- Lead the development, implementation, and review of operating policies and procedures to ensure effective service delivery in line with CAS recommendations and developments at local and national levels
- Review service delivery KPIs and analyse trends for planning and development
- Ensure adherence to a well-managed evaluation and reporting framework for funders, the Board and wider stakeholders
- Report performance to various internal and external stakeholders

Advice and Guidance

- Report on organisational performance to the Board through KPI framework
- Report on important developments within Citizens Advice Scotland, Local Authority, Scottish and UK government and other key stakeholders
- Ensure the Board is kept informed of their legal obligations and compliance issues

Profile

- Play a leading role in building and maintaining good working relationships with relevant local and national statutory, voluntary and community organisations
- Ensure the Bureau is represented at local networks, forums, meetings, etc.
- Ensure relevant information on the range of Bureau services is provided to the public and other key stakeholders
- Be responsible for the preparation and issue of press statements and other public communications including those on social media sites.

Compliance

- Act as company secretary, ensuring all regulatory requirements are met including returns to the Office of the Scottish Charity Regulator, Companies House, Financial Conduct Authority and Citizens Advice Scotland.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the GNWCAB Board of Directors.

Person specification

Essential

- Strong commitment to the Aims and Principles of the CAB service.
- Understanding of local authority structures and the third sector, and support for and understanding of the principle of voluntarism.
- Strong interpersonal and people management skills acquired through extensive experience, including effective delegation, recruitment, retention, and performance management.
- Understanding of operational management, including project and programme management, and associated risks and controls.
- Experience of strategic financial management.
- Experience of developing and delivering strategy and business plans.
- Experience of managing change within an organisation, considering the views and experiences of key stakeholders.
- Excellent team building skills and experience, with the ability to inspire and lead a passionate and committed team, at all levels of the organisation, to perform to the best of their abilities.
- Experience of building positive and productive relationships with a diverse group of internal and external stakeholders including a range of funders, partners, policymakers, and media.
- Good understanding of technology and the role of effective IT systems in both an office setting and in delivering services.
- Excellent written and oral communications.
- Excellent organisational skills.
- Keen analytical skills and the ability to work under pressure.
- Demonstrable commitment to equality, diversity, and inclusion.
- Understanding of local authority structures and the third sector.
- Ability to travel within North West Glasgow and elsewhere as required.
- Managerial experience.

Desirable

- Experience of working with volunteers in the voluntary sector.
- Experience of working within the advice sector.
- Knowledge and understanding of the needs of the North West Glasgow area.

Additional requirements

- The post is subject to the receipt of a satisfactory basic disclosure.
- The post is subject to Criminal Convictions Declaration.

Notes for applicants

- Please provide two referees. One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or a personal friend. Referees will not be approached unless a job offer is to be made.
- The enclosed person specification lists the minimum requirements for this post as essential criteria. When shortlisting for interview, the selection panel will consider the information contained in your CV and covering letter and will assess this against the person specification. Candidates who meet the essential criteria are encouraged to submit an application, regardless of meeting the desirable criteria.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you demonstrate how you meet the person specification. Paid and voluntary works are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification, which will cover the areas in more detail.
- GNWCAB operates a guaranteed interview scheme for Disabled candidates. Please indicate in your covering letter if you wish to make use of this scheme.

Closing Date for application: 5pm, Monday 15th December

Enquiries

For a confidential discussion about the post please contact Harry Thomson of Aspen People on 0141 212 7555.

Application

To apply please email your CV and supporting letter to Harry Thomson at applications@aspenpeople.co.uk.

Interviews

- **First interviews: w/c 12th January 2026.**
- **Second interviews on Tuesday 20th January 2026.**

Equality and diversity monitoring form

Completing [this form](#) will help GNWCAB monitor equality and diversity statistics. This will help us identify areas of underrepresentation in our workforce and to assess those areas where positive action is needed. This information is not part of your application and will not be used in any part of the selection process. The information will be stored anonymously and confidentially. Please do not put your name anywhere on this form. [Click here](#) to complete.

Privacy notice for job applicants

Please refer to document attached with job pack.