

**citizens
advice**

in West Sussex
North South East



Chief Executive Officer

Recruitment Pack

February 2026

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Want to chat about the role?

If you want to chat about the role further, you can contact our recruitment team on:
recruitment@westsussexcab.org.uk

A Message from our Chair of Trustees

Thank you for your interest in Citizens Advice in West Sussex and I hope that, when you have read this pack, you will be as enthusiastic about the organisation and the part you could play in it as I am.

I joined CAWS six months ago and have found myself part of a group of friendly and very committed people who know they are making a difference to their local community. We support thousands of people every year with free, confidential and impartial advice, helping individuals to navigate complex challenges and empowering our communities to thrive. Our work spans a wide range of issues, reflecting the diverse needs of the people we serve. We combine frontline advice with research and campaigns that amplify local voices and influence positive social change. The work is certainly challenging but it is immensely rewarding to see the difference it makes. With a circa £2.5m portfolio and a presence across the region our impact and influence are significant.

But we know it is time to change. Not because we aren't delivering quality advice and support – we absolutely are - but because the landscape in which we operate is evolving rapidly. Demand is growing and there are important opportunities to be explored in new partnerships, digital developments and the changes to local government. Our staff, volunteers and trustees want to remain as relevant as possible, offering services that are accessible, inclusive and high impact.

Our new CEO will be a forward thinking person with vision, imagination and determination. They will understand the advice sector but will also have the independence of mind to examine new ways of meeting the need and addressing the external influences on our work. They will work with a supportive Board of Trustees and will lead a dedicated team. They will foster a culture of empowerment where people can learn, innovate and grow to be the best version of themselves and to ensure that Citizens Advice continues to be recognised as the go-to for support in the region for many years to come.

If you feel this is you, then my fellow trustees and I are very keen to meet you and to explore what you can bring to our team and how you will take Citizens Advice in West Sussex forward.

Carol Burns
Chair of Trustees

CEO Recruitment Pack
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Our Mission and Values

We are Citizens Advice, we are the people's champion

For 85 years, we've been helping to shape a society where people face far fewer problems.

We give people the knowledge and confidence they need to find their way forward and we work to challenge the underlying causes of their problems.

Citizens Advice in West Sussex (North, South, East) is part of a network of independent, local charities. We cover a large part of West Sussex with offices across the county. We believe in a thriving community without inequalities, where people are empowered and the system works.

Our Values:



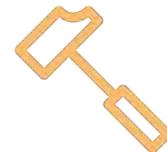
Generous

We are compassionate and collaborative



Responsible

We are informed and honest



Inventive

We are forward thinking and problem solvers

Overview of CAWS



70+ paid staff and 240 active volunteers



40,000 people supported with 138,000 issues in 2024/25



We work across 6 advice hubs and 20 outreach locations



For every £1 invested, we generate £40.17 in public value

About the Role

Job Purpose

Lead CAWS in delivering high-impact advice services that empower communities, ensure financial sustainability, and foster innovation. Drive strategic partnerships and champion a culture of excellence and inclusivity.

Strategic Vision and Development

Provide visionary leadership to a circa £2.5million charity that drives social change through person-centred advice and support. Champion a deep understanding of emerging trends, local needs, and future challenges to shape CAWS into a resilient, forward-looking organisation fully equipped to serve the community in an ever-changing environment.



The Role

Job Title	Chief Executive Officer
Salary	£65,000 Per Year
Contract Term	Permanent
Hours	Full Time
Place of Work	Postholder may choose their base office at any CAWS location. Regular travel to CAWS sites across the region will be required. Hybrid working can be discussed.

Role Profile



Leadership and Governance

- On behalf of the Board of Trustees, provide leadership and stewardship across all key executive functions of CAWS including, meeting statutory and regulatory requirements, organisational governance, finance and resources, data, insights, performance, human resources and policy development.
- Lead the delivery of the advice service across CAWS to ensure the provision of a high performing, high quality, cost effective and efficient service that meets the present and future needs and objectives of clients, funders and other stakeholders.
- Work collaboratively with the Board of Trustees to ensure the effective development of strategic plans for CAWS, which will ensure the quality and effectiveness of the provision of advice services to clients that can be measured and evidenced.
- Work to the strategic direction set by the Board of Trustees, ensure that the Chair and Trustee Board are fully up to date with all significant operational and strategic developments seeking Trustee Board approval and or expertise as appropriate.
- Maintain an awareness of the operating environment such as those legislative developments, social trends and local needs likely to affect demand for advice and opportunities for service development.

Service Delivery and Modernisation

- Continuously develop and modernise the service to ensure that we are delivering services that are accessible to our diverse communities and reflect digital and technological advancements that increase our reach to the people we serve.
- Lead systems thinking, improving methods, processes and procedures for the delivery of the service to ensure CAWS performance is optimal and offers value for money and a return on investment.

Role Profile



Partnership and Funding

- Drive strategic alignment in national and regional policy and practice developments.
- Connect with key external agencies and organisations, including funders, partners, stake holders ensuring that CAWS is a visible and valued partner.
- Champion and develop opportunities to build a wide range of collaborative partnerships, building capacity to compete for new contracts, identify potential new funding opportunities to ensure that CAWS is economically viable.
- Develop opportunities for partnership building and collaboration with other regional Citizens Advice offices and relevant partners.
- Nurture strong relationships with appropriate authorities, agencies, organisation and individuals at local and national levels including councillors, MPs, MEPs and local and national statutory and non-statutory organisations.
- Ensure the development of research and campaigns and instigate systems and procedures in line with the research and campaigns requirements of the membership scheme.
- Develop and oversee appropriate publicity through effective relations with the media and other community organisations and through public speaking.

People and Culture

- Foster a positive working environment in which equality and diversity are central, dignity at work is upheld and staff and volunteers feel well led, can do their best, are engaged and motivated.
- Champion a culture of mutual respect, inclusion and trust.
- Build distributed leadership approaches, that create capacity and capability across the organisation, ensuring the continued professional development of the senior leadership team, management team, supervisors and staff.
- Develop our essential unpaid professional workforce of volunteers, ensuring that the volunteers voice is integrated into current and future service developments.
- Ensure the Service Delivery team has sufficient resources and staff feel supported, have equipment, and technology to deliver an effective service in the most efficient manner and is enabled to meet current and future requirements

Person Specification

Attributes	Essential	Desirable	Source of Evidence
Qualifications	Degree level qualification or equivalent experience	Relevant professional (financial or managerial) qualification	Application Form
Knowledge	<p>Knowledge of organisations that provide advice services and the environment in which they operate.</p> <p>Working knowledge of complex budgeting, Customer services, Governance, Partnership working and involving stakeholders.</p> <p>Demonstrate an understanding of digital transformation and its application in service delivery. Knowledge of diversity, equity, and inclusion best practices</p>	<p>Awareness of emerging trends in advice services and social impact measurement</p>	Application Form Interview
Skills	<p>Ability to leverage data and performance insights for decision-making and performance improvement.</p> <p>Strategic thinking with the ability to translate vision into actionable plans.</p> <p>Strong negotiation and influencing skills with external stakeholders.</p>	<p>Experience in influencing, lobbying, campaigning or advocacy at regional or national level.</p>	Application Form Presentation Interview

Person Specification

Attributes	Essential	Desirable	Source of Evidence
Skills (cont.)	<p>Financial acumen, including risk management and investment planning.</p> <p>Ability to communicate confidently, in writing and verbally, to a diverse audience.</p> <p>Ability to manage a wide spectrum of managers, staff and volunteers.</p> <p>Entrepreneurial skills to develop and deliver services and improve income.</p>		<p>Application Form</p> <p>Presentation</p> <p>Interview</p>
Experience	<p>Experience of leadership in Advice Services or highly relatable sector.</p> <p>Collaborative working and partnership developments.</p> <p>Experience in applying for, securing and managing multi-channel contracts and funding streams.</p>	<p>Proven track record of leading organizational change and modernization</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>
Values and Leadership Style	<p>Lead and innovate to develop the operational service delivery and funding.</p> <p>Development teams to their full potential.</p> <p>Demonstrate and understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.</p>	<p>Demonstrate success in building inclusive leadership teams.</p>	<p>Application Form</p> <p>Presentation</p> <p>Interview</p>

How to Apply

To apply, please send your CV and a Cover Letter to:
recruitment@westsussexcab.org.uk

If you would like to explore alternative application routes (for example, video applications) contact recruitment via the email above to discuss.

We will be holding two virtual information sessions:

- 19 February - 10:30am
- 24 February - 6pm

This will be an opportunity to ask any questions about the vacancy before you apply. Please email recruitment (email above) for the link for these.



CEO Recruitment Pack
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Citizens Advice in West Sussex (North, South, East). Registered in England. VAT Registration 919 004 735. Company No. 05551406 Registered Charity No. 1116660, Authorised and regulated by Financial Conduct Authority FRN 617546, Registered office: Citizens Advice in West Sussex (North, South, East), Lower Tanbridge Way Horsham, West Sussex, RH12 1PJ, United Kingdom