



**QUALITY
SCOTLAND**

RECRUITMENT PACK

Chief Executive Officer

July 2019

Contents

Welcome from the Chair Page 2

About Us Page 4-5

Our Vision, Mission and Values Page 6

What We Do Page 7-9

Job Specification Page 10-11

Conditions and Remuneration Page 12

Welcome from the Chair

Dear Candidate,

Thank you for your interest in the role of Chief Executive Officer of Quality Scotland.

Quality Scotland is a fantastically placed organisation to support the growth of the Scottish economy into the future and to drive forward with our vision, “to embed excellence and organisational sustainability across Scotland”.

As a small but perfectly formed organisation we have a large reach and even greater ambition for the future.

We are an independent, membership based charity with a driven and passionate team which supports continuous improvement in the Private, Public and Third sectors in Scotland. As the National Partner for the European Foundation for Quality Management (EFQM) Quality Scotland provides account management, accredited training, Global recognition and an array of products and services to over 200 organisations annually. As one of 46 Global Partners we have direct access to Global best practice and strong links with like-minded organisations across Europe and beyond.

This appointment offers an exceptional opportunity to lead the organisation into its next chapter and have a real and meaningful impact on organisations all across Scotland and our economy.

There is a common passion shared across Quality Scotland and its members for the work that we do in supporting Scotland’s economy and its players in every sector to develop and improve. The role of Chief Executive is very much that of being a true advocate for the Quality Scotland offering and to develop its dynamic potential as we continue to grow and develop into the future.

I hope that the information contained in the recruitment pack will give you a true sense of the culture and values of Quality Scotland and I wish you all the best with your application.

Andy Kerr

Chair

Quality Scotland

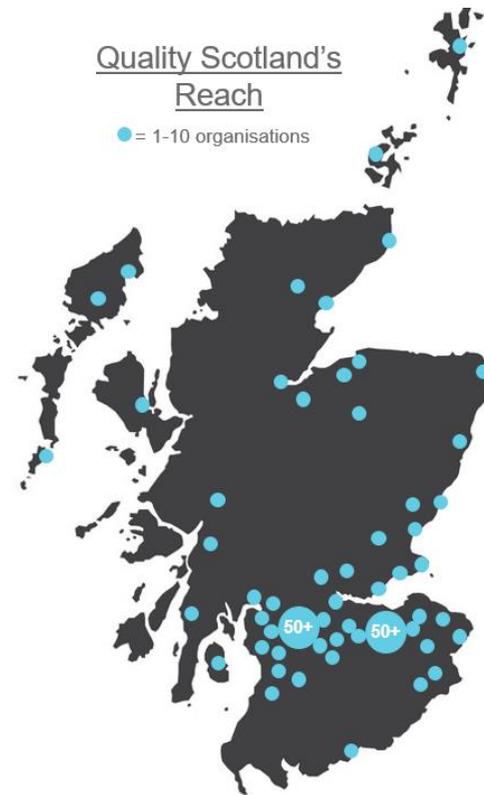


About Us

We are a charitable, member-based organisation working across Scotland – in the Private, Public and Third sectors.

Quality Scotland provides the expertise and resources for over 250 organisations each year to enable them to deliver continuous performance improvement. Our passion is ensuring that organisations gain real and sustainable competitive advantage.

Our Reach



We are the Scottish National Partner Organisation (NPO) of the European Foundation for Quality Management (EFQM) - whose Excellence Model is the most widely used business excellence framework in Europe.

We are proud to offer 1-to-1 account management to all our members ensuring we provide them with the advice and guidance their organisation needs to meet their specific challenges and drive their organisation forward.

Some of the organisations we work with



Our Vision, Mission and Values

Our Vision

“To embed excellence and organisational sustainability across Scotland”

Our Mission

“To facilitate and support the delivery of excellence across Scotland”

Our Values

Collaborative, Dynamic, Committed, Empowering, Connected

Our Strategic Objectives

- Creating Customer Value
- Delivering Customer Focussed Products and Services
- Raising Awareness of Excellence
- Developing Relevant Connections
- Sustaining Internal Performance

What We Do

As a National Partner of EFQM and as the official home of the EFQM Excellence Model in Scotland, we are dedicated to helping all organisations in Scotland, whether in the Public, Private or Third sectors in their pursuit of excellence.

We work with organisations to achieve, recognise and sustain business excellence.

We offer a range of performance improvement tools, recognition schemes and accredited training and development programmes as well as other online resources, all supported by dedicated Account Management.

Training Solutions



Accreditation & Recognition



EFQM



Networks



EQUIP
for Excellence



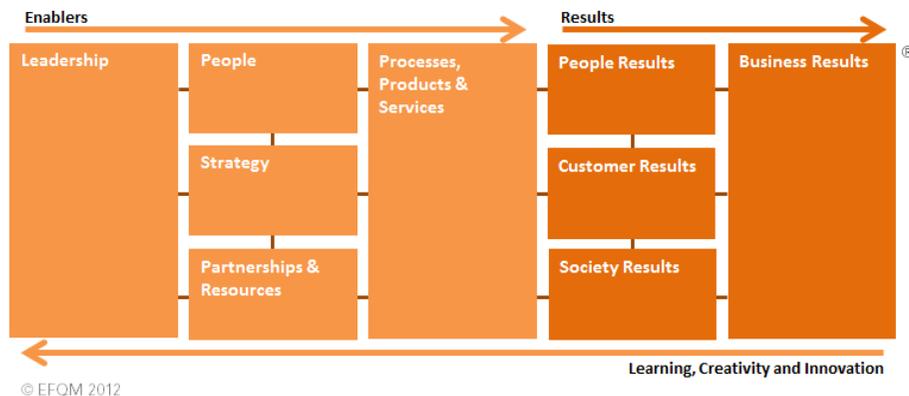
The EFQM Excellence Model

Regardless of sector, size, structure or maturity, organisations need to establish an appropriate management framework to be successful.

The EFQM Excellence Model is a practical, non-prescriptive framework that enables organisations to:

- Assess where they are on the path to excellence
- Provide a common vocabulary and way of thinking about the organisation
- Integrate existing and planned initiatives, removing duplication and identifying gaps
- Provide a basic structure for the organisation's management system

Whilst there are numerous management tools and techniques commonly used, the EFQM Excellence Model provides a holistic view of the organisation and it can be used to determine how these different methods fit together and complement each other. The Model can therefore be used in conjunction with any number of these tools, based on the needs and function of the organisation, as an overarching framework for developing sustainable excellence. Assess where they are on the path to excellence.



Job Specification

About the role

The role of CEO of Quality Scotland is one that encompasses both a wide range of activities and also presents the opportunity to lead and be part of a strong, fantastic, highly skilled and passionate team. This role combines both the day to day operations of the organisation, providing direction and leadership to the team in the development and implementation of the organisation's vision, mission, values and strategic aims; and also, a strong element of account management and delivery.

The Quality Scotland membership is at the heart of the organisation and as a team there is a very flat people structure in place which links with the organisational culture, where the EFQM Excellence Model is not only the main element of service delivery but also underpins the Quality Scotland way of doing things.

This role offers the opportunity to engage with all sectors across Scotland and also represent Quality Scotland on a global platform through the EFQM Partner Council.

There is a very strong well-established supportive culture across the organisation where everyone contributes and helps out when things need to be done.

Aims and purpose of the post

- To live and breathe the vision, mission and values of Quality Scotland
- Be a true role model for the Quality Scotland team in terms of attitude and behaviour
- Drive the performance and continuous improvement of the organisation both through financial and non-financial indicators and for the strategic delivery of annual KPI's as agreed by the Executive and Board
- Engage with external stakeholders and ensure Quality Scotland understands, anticipates and responds to the needs of all customers
- Be a spokesperson for business improvement across Scotland and a representative for Quality Scotland on a global stage
- Encourage a culture of openness and transparency across the organisation and empower and support the team
- Ensure that the organisation remains flexible to meet the demands of customers and wider stakeholders

Key skills

- Strong leadership skills, with an ability to foster an inclusive culture of collaboration
- Excellent communication, interpersonal, support and influencing skills with experience of reporting to Boards and Committees

- Excellent customer relationship skills at all levels with the ability to both foster new relationships and further develop existing ones
- Passionate and demonstrated understanding of delivering the best service for customers with a focus on continuous improvement
- Ability to drive results in a culture of team working, collaboration and transparency
- Expertise in business development and proven sales or income generation experience
- Proven experience of project development and delivery within and on budget
- Expertise in financial management including detailed financial trackers and forecasting
- Comprehensive knowledge of Public, Private and Third sectors in Scotland
- Excellent organisational skills and ability to prioritise multiple tasks and demonstrate a flexible approach
- Resilient with the ability to keep a positive attitude when under pressure and during periods of change
- Excellent IT skills

Desirable

- Working experience of the EFQM Excellence Model or other relevant frameworks and standards across Scotland and beyond
- Experience of having managed a flexible workforce and a small team
- Familiarity with Salesforce
- Strong established networks across Scotland

Conditions and Remuneration

Salary	£43k – 50k
Benefits	Flexible working, parking and employer pension contribution
Hours	28 hours per week
Location	Edinburgh

How to Apply

To apply for the post, please send a tailored CV and covering letter to info@qualityscotland.co.uk

If you would like further information on the role please contact claire.ford@qualityscotland.co.uk

Timescales

Closing date for applications	30 th August 2019
Interviews	18 th September 2019