



HIGHLAND
THIRD
SECTOR
INTERFACE

Chief Officer

Recruitment Pack
December 2025



Hello,



On behalf of the Board, I am delighted to thank you for your interest in becoming the next Chief Officer of the Highland Third Sector Interface (HTSI). As Chair, I am proud to lead an organisation that provides support, and advocacy for the Third Sector across the diverse Highland region. HTSI brings together a wide range of community groups, charities, and social enterprises. We work collaboratively with five local delivery partners to ensure that the needs of our communities—spanning an area larger than Wales—are met with innovation, partnership, and integrity.

HTSI continues its ambition to be a catalyst for positive change, investing in the strength and resilience of the Third Sector through knowledge sharing, capacity building, partnership, and a steadfast commitment to ensuring our sector's voice is heard in policy, planning, and service delivery. Our work and impact rest on a team that values expertise, creativity, and a shared commitment to making a meaningful impact. We foster an inclusive, respectful, and empowering working environment, where staff are encouraged to develop professionally, contribute ideas, and take on responsibility.

We are now seeking an inspiring leader who shares our values and vision. The ideal candidate will bring strategic insight, excellent communication skills, and a proven ability to build strong, collaborative relationships. You will be comfortable advocating for the Third Sector at both local and national levels, engaging with policy forums, and championing the interests of our diverse communities. We are looking for someone who thrives in a dynamic and challenging environment, who demonstrates flexibility, resilience, and the ability to listen as well as lead. Your leadership will be instrumental in shaping progressive change, securing sustainable funding, and nurturing community-led solutions for the Highlands and beyond.

If you are passionate about driving real and lasting impact, and have the experience and vision to take HTSI forward, we warmly invite your application for this pivotal role.

Kenny Steele

Chair, Highland Third Sector Interface

About Us

Who We Are

HTSI was established in 2012 to provide a single point of access for support and advice to the Third Sector across the Highland region—an area covering a third of Scotland's land mass. Our constituency extends to over 3,000 community groups, charities, and social enterprises, working in partnership with five regional delivery organisations. We are one of 32 Third Sector Interfaces across Scotland, funded primarily by the Scottish Government, with additional support from partners such as NHS Highland, Highland Council, and local businesses.

Our Mission and Strategic Vision

Our vision is clear:

"Through the support and advocacy of HTSI, the Third Sector in Highland will be strong, valued, and invested in by our communities, statutory partners, and businesses. They will have a powerful voice and representation in the development, planning, and, where appropriate, delivery of local services."

We deliver this vision through four strategic outcomes, informed by the TSI outcome framework see *below*: Knowledge (acting as a central source of sector intelligence), Voice (ensuring the sector's influence in policy), Capacity Building (empowering organisations and volunteers), and Connect (enabling collaboration and partnership).

Our Achievements and Approach

Despite challenging times, in the last year our team has distributed over £850,000 in grant funding, supported community initiatives such as social enterprises, community larders, and crisis intervention, and hosted community based projects like Café 1668—a vital inclusive social space in Inverness. We continue to adapt, innovate, and respond to the changing needs of our communities, all whilst maintaining a strong focus on partnership, transparency, and impact.

HTSI Structure and Partnerships

HTSI operates as a single organisation model, working closely with five local delivery partners: Caithness Voluntary Group, Voluntary Groups Sutherland, Skye and Lochalsh Council for Voluntary Organisations, Voluntary Action Lochaber, and Voluntary Action Badenoch and Strathspey. This collaborative approach enables us to leverage additional resources and ensure local needs are met, whilst maintaining a strong regional presence and accountability to our Board and funders.

TSI Network:

The Third Sector Interface (TSI) Network in Scotland brings together all 32 TSIs to collaborate, share learning, and strengthen the collective voice of the third sector nationally. While each TSI is rooted in its local area, the network provides a unified space where we coordinate, support one another, and work jointly on national priorities that impact communities across Scotland.

As a network, we value partnership, openness, and mutual support. We work together to improve consistency, develop shared approaches, and champion the essential contribution of Scotland's third sector. As a Chief Officer you will be able to join the Chief Officers network and regular meetings for both peer support and collective action.

TSI Outcome Framework:

The TSI Outcome Framework is the national structure that guides the work we deliver with core funding from the Scottish Government. It sets out the shared outcomes that every TSI across Scotland works toward, covering four key areas: support for volunteering, capacity building for third-sector organisations, development of social enterprise, and ensuring the third sector has a strong voice in local decision-making.

For us, this framework provides clarity and consistency in how we plan, deliver, and demonstrate our impact. While each TSI responds to the unique needs of its local area, the Outcome Framework ensures we are collectively contributing to Scotland's national ambitions for a strong, confident, and collaborative third sector. As a Chief Officer, you would play a central role in leading this work and shaping how we meet these shared outcomes within our local context.



Working At HTSI

Our Place Of Work

HTSI main office, and where most of the staff work is based relatively centrally in Highland in the town of Dingwall. The Chief Officer would be based from this site. We also have staff working from the Burnett Road Police Station and Café 1668 in Inverness and others based from home in Caithness, Wester Ross and within the Inner Moray Firth. There is some general flexibility around working hours and days in the organisation and we make great use of the developments in online meeting facilities to stay in touch over such a wide region.

Benefits

We endeavour to provide our team with the best package that we are able to do and this includes:

- FTE working week of 30hrs
- FTE of 28 days annual leave, plus an additional 11 days public holidays, including office closure over Christmas and New Year Public Holidays
- Full enhanced MS Copilot license
- Employer pension contributions of 5%
- Flexibility to accommodate caring responsibilities as far as possible and reasonable
- Enhanced maternity, paternity, adoption and shared parental leave
- Enhanced sick leave
- Access to training and development
- Robust support and supervision
- Free Parking on site in Dingwall and access to expenses to cover for milage, subsistence and sundry items connected to undertaking your role



About This Role

Job Title	Chief Officer
Hours	30 hours a week (HTSI FTE)
Salary	Starting Salary £49,979–£54,655.97 depending on experience*
Line Manager	Chair of the Board
Contract type	Permanent subject to funding
Location	Office based with some flexibility, Dingwall

* Pending review 1st April 2026

Purpose:

The post holder will be responsible for the overarching HTSI Organisation, its strategy, team and delivery across various streams of activity, including the agreed budget. Working with the Board, the Chief Officer will set the strategic direction of the organisation and report to the Board on its progress through an implementation plan and performance management framework, with a specific focus on the delivery of TSI services as outlined through the funding agreement with the Scottish Government Third Sector Unit.

A key aspect of the role is having a good understanding of the evolving third sector landscape and strategic influences nationally and locally in order to adapt activity appropriately.

The post holder will act as an ambassador and advocate for the organisation, representing both HTSI and wider Third Sector interests at regional and national meetings. This requires partnership and relationship management at a high level and the fostering of new opportunities which bring benefit for the Third Sector in Highland.

Responsibilities:

- Ensure the strategic and financial management of the organisation, including budgeting, risk management, monitoring and effective controls and the preparation of regular financial reports.
- Attend and provide adequate reports to the Board around finance, strategy, performance management and other key areas, at each Board meeting in an agreed timely and considered format.
- Develop and maintain a wide range of clearly communicated activity across the strategic ambitions of HTSI and its agreed portfolio of work.
- Promote the work of the Third Sector, HTSI and their delivery organisations, seeking to ensure policy makers at local and national level have a better understanding of the work, challenges, opportunities and value of the Sector as a whole; including the relationship that HTSI has in providing support for that development and encouragement of effective ways of working.
- Develop and maintain a wide range of relationships both locally and nationally to facilitate the work of HTSI and the wider Third Sector, including public sector colleagues, particularly members of the Highland Community Planning Partnership.
- Commission and have oversight/management of the commissioned services for TSI delivery across Highland, providing assurance and reports to the HTSI Board as required.
- Provide line management and support to the HTSI Management Team and to work with that team to develop their capability and capacity to maintain a culture of commitment, value and high performance through the provision of clear, supportive policies, supervision, appraisal and training.
- Work closely with HTSI third sector partners to ensure a common and agreed understanding of HTSI activity, particularly that required by Scottish Government, its delivery and performance management.
- Act as the organisation's Company Secretary, maintaining regulatory compliance as necessary for the organisation
- Undertake any other reasonable task required of the post by the Board.

About You

The Specification:

Qualifications and Training:

- Full UK driving license and access to the car for work purposes

Experience:

- Experience of setting and implementing strategic and operational plans
- Experience of people leadership, ideally within a third sector team or organisation
- Experience working with multiple stakeholders and partners with diverse interests
- Experience of building relationships at senior levels that foster engagement, understanding and action
- Experience of development projects, ideally but not necessarily within the Third Sector
- Experience of facilitating and working within community settings to develop community-led solutions

Knowledge, Skills and Abilities:

- Knowledge of the third sector, ideally within Highland and/or a rural area.
- Knowledge of existing infrastructure, finance models and support available to the Third Sector in Highland
- Knowledge of charity law/regulation and governance
- Knowledge of third sector budgeting, finance and regulatory methods
- An ability to facilitate and manage large scale engagement activities
- Knowledge of local and national Government structures, performance frameworks and funding arrangements
- Experience of writing and evaluating programmes of work within the third sector or equivalent
- Excellent communication skills, able to make use of appropriate communication and presentational tools, such as PowerPoint, social and conventional media, recognising the need to adapt tools and style appropriately for different audiences.
- Good computer and IT skills including Microsoft, Windows and Excel,

Your values and behaviours

- Self-starter, proactive and excellent organiser with the ability to work across a complex portfolio of activity.
- Excellent leadership skills and an understanding of which style of leadership is appropriate for a given situation
- Excellent negotiating, representation and influencing skills
- Good interpersonal skills – flexibility for different audiences, tact, diplomacy, adaptability.
- Honesty and integrity
- Approachable, confident and at ease with others.
- Ability to lead a team and to do so under pressure
- Commitment to the principles of confidentiality, and equality of opportunity

How To Apply

Questions?

Applicants interested in learning more or want to discuss the role can email recruitment@highlandtsi.org.uk. The current Chief Officer, Mhairi Wylie will be available to discuss the role and on request a representative from the HTSI Board is happy to discuss any aspect of the application process or any other questions you may have.

Dates

Key dates for individuals thinking of applying are below, please note both the date **and** times:

- Applications open 1st December 2025
- Applications closing, 10am on the 12th of January 2026
- Interviews planned for the week beginning 26th January 2026
- Applicants to have been informed of the outcomes no later than 13th February 2026

How to Apply

Applications must be sent to recruitment@highlandtsi.org.uk on or before 10am on the 12th of January 2026. Applications should include the following, each to be marked clearly and in an MS Word format:

- A CV of no more than 4 pages, that outlines employment history, training and professional qualifications, volunteering history and two referees
- A statement that must be set out in a STAR format, see advice below, one for each of the following:
 - A time you have successfully built a network to achieve a shared purpose or goal
 - A time you have had to deal with a challenging situation involving people you have worked with
 - A time where you have had to develop a policy or agreed position across multiple interests/organisations or stakeholders
- A statement that outlines your suitability against the personal specification not exceeding 400 words.
- In your submitting email please confirm the application is your own work, citing where appropriate any use of AI. Also confirm that you are aware that the post is subject to a full PVG Check and may be subject to Police Scotland vetting owing to our shared project based in their premises. Applicants unable to complete a PVG check are not eligible for this role, if in doubt we recommend seeking guidance from your local CAB.

The Interview Process

Applicants invited to interview will be asked to provide an input for that session, to last no more than 5 minutes, in which you can outline what you feel you will bring to the role. Following this HTSI Board Members, Chair—Kenny Steele, Linda Lawton and David Brookfield as well as key stakeholder will undertake a questions and answer interview. You will be able to ask them questions as part of the process, that we expect to last around 45 minutes and not more than 1 hour.

Interviews will be held at the HTSI office in Dingwall.

Equality and Diversity

HTSI is a proud equal opportunities employer. We are committed to creating a diverse, inclusive, and welcoming environment for all. We value the unique perspectives, backgrounds, and contributions of every team member and encourage applications from all sections of the community. We are happy to discuss adjustments or support for the application and interview process—please let us know how we can help.

All information provided will be treated in strict confidence, and we adhere to the highest standards of data protection and privacy in our recruitment processes.

We wish you the best of luck with your application and thank you for your interest in joining HTSI.



Guidance on the STAR method:

The STAR method is a structured approach to answering behavioural interview questions or written scenarios in job applications. STAR stands for Situation, Task, Action and Result. Using this method helps you to present your experiences clearly and concisely, demonstrating your skills and suitability for the role.

How to Use the STAR Method

- **Situation:** Describe the context within which you performed a task or faced a challenge at work, university, or in another relevant setting.
- **Task:** Explain the actual task or problem you were responsible for handling.
- **Action:** Detail the specific steps you took to address the task or challenge. Focus on your contributions, even if you worked within a team.
- **Result:** Share the outcome of your actions. Whenever possible, quantify your success or describe what you learned.

STAR Element	Example
Situation	While working as a project assistant at my previous company, our team faced a disagreement about the direction of a key project.
Task	As the project assistant, I was responsible for facilitating team meetings and ensuring that we stayed on track to meet our deadlines.
Action	I organised a meeting where each team member could express their viewpoint. I actively listened, summarised the main concerns, and encouraged the team to focus on shared objectives. I suggested a compromise based on common ground identified during the discussion.
Result	The team agreed on a revised project plan, and we completed the project ahead of schedule. Team morale improved, and our success was recognised by management.

Good Luck



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