



Guide Dogs.

CHIEF EXECUTIVE OFFICER

JOB & PERSON SPECIFICATION

NOVEMBER 2025

Chief Executive Officer

Position Level	CEO	Department	Corporate
Location	Adelaide	Direct/Indirect Reports	Board Secretary, Chief Operating Officer, Chief Financial Officer, Chief People Officer, General Manager Beau's Pet Hotel, General Manager Dog Services.
Reports to	Board of Directors		

■ Position Summary

Reporting to the Board, the Chief Executive Officer (CEO) leads, develops, and stewards the Guide Dogs SA/NT vision, culture, structures, policies and business strategies within the strategic direction set by the Board. The role is responsible for managing the organisation's growth and profile as a leader in services that deliver measurable positive impact for people with low vision, blindness or specialised support needs. The CEO leads a skilled, united and committed workforce that uses its expertise in dogs and vision to promote independence, participation, inclusion and wellbeing for our clients.

■ Position Responsibilities

Key Responsibilities

- Lead the Guide Dogs SA/NT vision, purpose and values and evolve an aligned and distinctive organisational culture.
- Drive the formulation, execution and impact measurement of Guide Dogs SA/NT strategy, ensuring the organisation's structure, systems and culture align.
- Anticipate and position the organisation to embrace opportunities and mitigate risks emerging in the strategic operating environment.
- Lead an innovative, performance focused, customer and market driven organisation, fostering teamwork and engagement amongst staff and volunteers.
- Ensure the provision of high quality, safe, cost effective and reliable services across all Guide Dogs SA/NT customer offerings.
- Build trusted, co-operative relationships with key stakeholders, including all levels of government, the disability, vision services and charity sectors, Guide Dogs and Assistance Dogs organisations nationally and internationally, donors, partners, clients, staff and volunteers, and the broader community.
- Oversee systems and processes to ensure that stakeholder feedback is actively sought and acted on to continuously improve the development, delivery and evaluation of services.

- Advocate and influence to inform systems change in different forums including government and policy, the low vision and disability sector, health and adjacent sectors, nationally and globally with the Guide Dogs Federation and Assistance Dogs International network.
- Enhance positive brand perceptions and community awareness of Guide Dogs SA/NT as chief spokesperson and through the effective use of marketing, public relations and communications.
- Enhance fund-raising capability and actively participate in identifying, cultivating and soliciting donor prospects.
- Ensure market needs and business drivers are well understood and drive organisational performance against targets agreed with the Board.
- Oversee the fiscal activities of the organisation including budgeting, reporting, risk management and audit.
- Apply a commercial focus to create, maintain and monitor efficient, flexible and sustainable business and social enterprise operations.
- Ensure compliance with fiduciary, legislative and statutory responsibilities and exercise due diligence obligations where defined as an officer or responsible person in relevant legislation.
- Oversee development and implementation of appropriate systems to identify and mitigate risks to the organisation and ensure organisational compliance and efficiency.
- Foster a work environment that attracts, retains and supports quality staff and volunteers.
- Model consistent, calm, inclusive and flexible communication and leadership behaviours.
- Build and retain a strong Executive Leadership Team to face the challenges of the future and to achieve the organisation's agreed objectives.
- Specify accountabilities for Executives and Senior Leaders and coach individuals for high performance.
- Provide candid and timely advice to the Board and its committees about trends, core issues, emerging risks and opportunities, progress and problems in order to facilitate problem solving and decision making and support the good governance of Guide Dogs SA/NT.
- Lead the implementation and regular review of the Guide Dogs SA/NT Disability Action and Inclusion Plan.

■ Position Selection Criteria

Personal, Commercial & Technical Competencies

- Exemplary track record in a similar executive leadership role.
- Commercially and financially astute with proven ability to understand financial and

business performance levers and develop profitable business strategies within a contemporary for-purpose environment.

- Creative, bold and entrepreneurial in recommending new initiatives to the Board, with experience in establishing and growing new ventures.
- Demonstrated ability for innovative, analytical and critical thinking, decisiveness, sound judgement and strategy development.
- Sound understanding of the complex environment of community, disability and/or health services delivery.
- Familiarity with diverse business functions including fundraising.
- Outcomes oriented and results driven, with a solid knowledge of contemporary corporate governance and general management best practices.
- Excellent communication and public speaking skills.
- Energy, enthusiasm, commitment and the ability to earn the respect and trust of colleagues and stakeholders.
- Proven ability to collaborate and build effective relationships and partnerships internally and externally.
- Able to represent the organisation and effectively influence in negotiation with Government, peer organisations, major donors and other key stakeholders.
- Demonstrated high degree of personal integrity, credibility, professionalism and commitment to ethical behaviour.
- Proven people management and change leadership skills.
- Embody personal leadership, and a high level of self-awareness and emotional intelligence with a genuine commitment to the effective leadership, development and support of employees and volunteers.

Qualifications/Licenses/Clearances

- Management, business or similar degree level qualifications.
- Meet and maintain suitability requirements as a responsible person and/or officer as defined in legislation applicable to Guide Dogs SA/NT.

■ General Conditions

All Guide Dogs staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct.
- Comply with the Work Health and Safety management system.
- Comply with NDIS Practice Standards including undertaking an NDIS Worker Screening Clearance.

- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements, where required.
- Undertake and maintain any other employment clearances, such as a National Police Clearance, as required.
- Adhere to the Values of Guide Dogs Association of SA/NT Inc. which are converted into the below behaviours and assessed on an ongoing informal basis, and formally through the Professional Development Plan process.
- Guide Dogs SA/NT is a smoke free workplace. This includes buildings, vehicles and events.

■ Guide Dogs Association of SA/NT Inc. - Values

Achievement | Delivering outcomes

- Delivering our services to the highest possible standard
- Delivering results that have value for customers
- Delivering on time as promised
- Recognising and celebrating achievements
- Holding ourselves accountable.

Collaboration | Actively engaging with others

- Working together to achieve our goals
- Working in partnership with other teams
- Seeking the input of others in matters that impact them
- Sharing our expertise and knowledge freely
- Actively listening to others.

Integrity | Ethical, honest and respectful

- Respecting the uniqueness of individuals
- Transparent in our communication
- Acting in the best interests of customers
- Doing what we say we will do
- Non-judgemental in our dealings with others.

Fun | Creating an energetic, enjoyable place for ourselves and others

- Showing enthusiasm for what we do
- Balancing life and work
- Contributing to a vibrant working environment
- Supporting and encouraging one another
- Creating opportunities for celebration and camaraderie.

Innovation | Forward thinking

- Open to new ideas
- Solutions-focused
- Taking responsibility for developing ourselves
- Proactively seeking new ways to create value for customers and the organisation
- Continually looking for ways to improve our services.



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed and Bernie Dyer.
Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.