

Job Description: Chief Executive Officer

Job Purpose

The Chief Executive Officer (CEO) will lead the Gambling Commission during a period of significant change, ensuring the delivery of high-quality, cost-effective regulation across the commercial gambling sector and the National Lottery. The CEO will provide strategic leadership, oversee organisational transformation, maintain strong governance, and protect consumers by ensuring gambling is fair, safe, and free from crime.

Key Responsibilities

Delivery

- Lead the implementation of significant change including the Gambling Act Review
- Lead the development and implementation of the Illegal Markets programme, disrupting illegal gambling within the UK and delivering a return on HM Treasury's 3 year investment from 2026-27.
- Oversee effective regulatory policy development to keep gambling fair and open, protect vulnerable people, and keep crime out of gambling.
- Oversee regulation of the National Lottery to maximise returns to good causes.
- Work with DCMS and stakeholders to improve consumer protection and contribute to wider social wellbeing outcomes.
- Maintain strong and effective relationships with parliament, devolved governments, civic society, industry bodies, UK and international regulators, law enforcement agencies, and the media.
- Ensure the Commission demonstrates measurable impact and continuously monitors effectiveness.

Strategic Leadership

- Work with the Board to develop and agree the Commission's Strategy and deliver this strategy through annual business plans, ensuring strong financial control in line with agreed budgets.
- Provide clear and positive leadership, motivating colleagues to deliver the Commission's objectives.

- Develop a high-performing Executive team capable of leading the organisation through change and uncertainty.

Corporate Management

- Develop and maintain the Commission's Target Operating Model, ensuring its probity and effectiveness.
- Oversee organisational development and culture change programmes aimed at establishing the Commission as a high-performing organisation.
- Embed effective management processes, systems, and leadership practices.
- Evaluate organisational systems and practices to drive continuous improvement.
- Establish robust reporting processes enabling effective oversight by senior governance bodies.

Governance

- As Accounting Officer, support the Chair and Board to deliver strong governance in line with public sector values and codes of practice.
- Monitor performance against targets and take corrective action where necessary.
- Work closely with Audit and Risk, and Remuneration and Nominations Committees to ensure scrutiny, probity, and effective governance.

External Relationships

- Build partnerships across the public, private, community, and voluntary sectors to improve outcomes and deliver the Commission's statutory objectives.
- Lead engagement with research, education, and treatment partners to address gambling-related harms.
- Develop strategies for involving industry experts and people with lived experience in shaping policy.

Finances

- As Accounting Officer, ensure budgets are managed in accordance with Treasury and *Managing Public Money* requirements, ensuring value for money, financial accountability, and effective financial controls.
- Interrogate complex financial information, make informed decisions on significant investment and resource allocation proposals, balance organisational priorities within financial constraints, and provide assurance to the Board, Sponsor Department and Parliament on the regularity, propriety and value-for-money of Commission expenditure.

People Management

- Provide visible and authentic leadership across the organisation, fostering open communication, trust and engagement, and ensuring colleagues understand how their work contributes to the Commission's purpose.
- Ensure people management practices support staff development, equality of opportunity, and performance improvement.
- Deliver HR best practice and support a culture of respect, collaboration, and high performance, and drive improvements in colleague engagement.
- Ensure the Commission has a diverse workforce with the right skills in the right roles.

Communication

- Lead the development of effective communication strategies to reach consumers, stakeholders, and internal audiences.
- Ensure clarity of messaging, strong public representation, and accountability.

Development of Self

- Demonstrate the highest standards of conduct and professionalism.
 - Model the Commission's Ways of Working, including respect, accountability, and openness.
 - Continually develop personal leadership capability.
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Person Specification

Essential

- Proven experience as a senior leader, with a track record of delivering organisational performance and leading large, complex organisations.
- Demonstrable experience of leading significant organisational transformation, including digital, data and technology.
- Strong stakeholder management and influencing skills, with experience of building effective relationships across government, industry, and other external stakeholders.
- Strong commercial, financial and risk management acumen, with experience of leading organisations through complex strategic and operational challenges.
- Experience of building organisational capability, culture and leadership, including a demonstrable commitment to diversity, inclusion and organisational values.
- A highly credible and resilient leader, capable of operating effectively under public scrutiny, acting as an ambassador for the organisation, and

understanding the respective roles of the Board and Executive in delivering good governance.

Desirable

- Proven experience as a Chief Executive, Accounting Officer, or in an equivalent senior leadership role within a complex organisation.
 - Experience of operating within a regulatory, public sector, or other highly regulated environment, including engagement with Ministers, Sponsor Departments and wider government stakeholders.
 - Experience of interpreting and applying complex legislative and regulatory frameworks to inform organisational strategy and decision-making.
 - Understanding of the principles of *Managing Public Money* and the responsibilities associated with the Accounting Officer role.
 - Knowledge of the UK gambling sector or other complex, technology-enabled and consumer-facing industries. Candidates with direct industry experience should be able to demonstrate their ability to act impartially and maintain public confidence.
 - Understanding of global and digital markets, including the opportunities, risks and regulatory challenges arising from cross-border and online activity.
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Gambling Commission values

Fair

1. We will be consistent, proportionate, evidence-based and free from bias, prejudice or discrimination in all that we do.

Accountable

2. We will be frank about the way in which we work and reach decisions in the public interest, while safeguarding the personal and confidential data that we hold.

Professional

3. We will ensure that we have the right skills and knowledge base and follow international regulatory best practice.

Constructive

4. We will work positively and courteously with our internal and external stakeholders to ensure that their needs and views are taken fully into account in all we do.