

Guernsey Chamber of Commerce: Executive Director

Job description
October 2022

Introduction

The Guernsey Chamber of Commerce is a very active member-led organisation working to support local business and to represent their interests. Representing over 700 members we provide a strong voice for the business community and help promote Guernsey as a world class destination for business and leisure. This important role requires energy and enthusiasm as well as considerable commitment, diplomacy, commercial acumen and operational efficiency. The role is varied and demanding but offers a unique opportunity to work with a wide range of businesses towards the overall goal of helping to grow a more prosperous and successful local economy in Guernsey.

Section 1: Responsibilities

The Director is accountable to the Chamber's Board of Directors and has lead responsibility for running the organisation and successful operations on a day-to-day basis. The Board sets strategic direction and is responsible for governance and accountability to our member shareholders. We are aiming for a high annual member retention level and to sustain strong member satisfaction levels and membership engagement. This role will be core to achieving that ambition. Regular tasks include:

- Serve and represent the interests of members
- Manage and coordinate all operational activities
- Lead and motivate the staff team
- Monitor and improve procedures, processes and operational activities
- Provide operational and strategic advice to the President and the Board of Directors
- Grow membership, turnover and profitability
- Implement the strategic objectives set by the Board, draft and implement the business plan
- Prepare for meetings of the Board working closely with the President
- Oversee financial accounting including preparation of management accounts and forecasts'
- Lead on media and public relations – across broadcast, print, and social media
- Recruit and manage employees and volunteers
- Ensure good record keeping and maintenance of databases and IT equipment
- Represent the Chamber locally, nationally and internationally as required
- Manage and coordinate several key relationships, for example local and national government agencies

Section 1: Responsibilities cont.

- Curates and leads on event programming and workshops run throughout the year
- Plans and arranges meetings, supervises the preparation of communications, reports and other publications.
- Directs all membership growth efforts. Monitors record keeping and works closely with the Membership Engagement Executive to report progress to the Board and ensuring targets are met.
- Deploys staff, performance appraisal, coaching, organises personal development and training, handles disciplinary matters and employment policy matters.
- Under the direction of the Board of Directors, maintain continuity and consistency in Board and Chamber governance procedures.
- Works closely and productively with a wide range of community and civic organisations.
- Produce and co-ordinate high quality content for the bi-annual Contact magazine and monthly contribution to Business Brief; including member interviews, written thought leadership pieces and Chamber news.
- Responsible for directing all external communications and maintaining high quality standards of correspondence, publications, and press releases etc.
- Public speaking at appropriate meetings, events, conferences, business and award dinners and business breakfasts.
- Directs office maintenance, including replacement of equipment with support of Office Executive

Section 2: Core competences

Customer focus and team working

Adopt a highly customer focused approach with members, partners and stakeholders. Be an inspiring leader and a collaborative and supportive colleague. Actively contribute to a positive and friendly working environment. Coach and support the team, interns and individuals on work placement.

Cost effectiveness and efficiency

Plan and oversee events, policy meetings, initiatives and expenses etc. to achieve good value for money, minimise running costs and make efficient use of time. Allocate personal time carefully in the context of the business plan objectives.

Section 3: Person specification

This high-profile role requires a strong mix of leadership, management, relationship building and advanced communication skills. Candidates will have a successful track record in senior management and building effective working relationships, coupled with inspiring leadership qualities to motivate our small team and many working partners. You are likely to be well regarded in your field of knowledge and expertise, generating respect and credibility with ease. You will implement the strategic objectives set by our all-member Board of Directors and must be creative and resourceful enough to ensure we continue to offer a compelling range of useful services and benefits.

Section 4: Qualifications & experience

A background in senior management and success in business is likely to have a good fit with this role. You must have a demonstrable track record of successfully managing complex projects, developing high performance teams and successfully juggling competing priorities

Essential

- Strong track record (at least 5 years) in a relevant senior management role
- Experienced team leader (at least 5 years) able to motivate and inspire direct reports, undertake performance appraisal, coaching and identify training needs and skills gaps
- Expert at managing budgets, including cost monitoring and financial reporting
- Highly self-motivated happy to take personal responsibility for managing workload
- Confident and convincing public speaker
- A natural team player and knowledge-sharer who shares and applies

best practice for the benefit of the organisation and the team

- ‘Can do’ attitude to addressing challenges and opportunities
- Excellent oral and written communication including media releases and longer form articles, experience with Microsoft Office 365
- Demonstrable track record of success in demanding customer-facing roles
- Strong interest and knowledge of public sector/working of States of Guernsey; keen to influence and shape policies which will have meaningful impact on membership

Desirable

- Good knowledge and understanding of social media platforms and tools including some website management experience
- Xero accounting software use and application

About us

The Guernsey Chamber of Commerce is one of the oldest Chamber organisations in the world and although in existence in 1769, was officially formed in 1808 when Daniel De Lisle Brock was appointed as its first President. Since then the Guernsey Chamber has grown steadily to become one of the key representational groups in Guernsey with:

- Some 700 members employing around 19,000 people
- Membership includes sole traders, small businesses, SMEs and larger employers – representing the private, public and third sectors
- A committed and representative Board of Directors (nine) nominated by members and ratified annually at our well attended AGM
- A well-established media profile and a reputation for being a strong voice for business
- A lively annual programme of topical events designed to support and educate local businesses
- Ability to influence and impact at the heart of local economic development and with a wide range of stakeholders
- A strong reputation as the leading business membership organisation in Guernsey
- An annual turnover of circa £130,00K (not for profit) and a team of 3 talented staff
- An attractive modern rented office suite in Guernsey's inner market building

For the most comprehensive summary of our most recent activity, refer to our [website](#) and main social media channels [Twitter](#), [Linkedin](#), [Facebook](#) and [Instagram](#).

Terms & Conditions

The successful candidate will initially be employed on three months' probation. A permanent contract will be offered thereafter, subject to satisfactory completion of the probationary period. This is a full-time role of 35 hours weekly (09-00 -16.00), but with occasional unsociable hours (including evenings and early mornings) to participate in most Chamber events, however we are open to discussing more built-in flexibility within these hours. Salary dependent on skills and experience.

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status. The lists within this Job Description are not comprehensive but provided as a guide.

Closing date 18th November 2022, applications by email with CV and cover letter to: President@guernseychamber.com