

**CHAMBER OF COMMERCE
HEREFORDSHIRE & WORCESTERSHIRE**

JOB DESCRIPTION

ROLE:	Director of Business Engagement and Development
POST HOLDER:	
REPORTING TO:	CEO
RESPONSIBLE FOR:	Strategic Account Manager Events and Training Manager Policy Executives x 2 BEEP Advisor
SALARY:	
WORKING HOURS:	Full time (37 per week), with flexible working options available by arrangement
LOCATION:	Herefordshire and Worcestershire
MAIN PURPOSE:	To create and maintain excellent relationships with Patron members, Partners and Strategic businesses throughout Herefordshire and Worcestershire, providing appropriate support and increased profile, enabling strong local economic growth

KEY DUTIES/RESPONSIBILITIES

1. To provide high profile account management to a designated portfolio of businesses, including Patron and some Strategic members.
2. To ensure that Patron and Strategic members are retained by engaging them in appropriate business support, services and networks, delivering bespoke actions for Patrons and demonstrating ROI.
3. To identify new businesses for future Patron and Strategic engagement, develop and implement a strategy to engage with these companies and deliver new business opportunities.
4. To develop the strategy for Policy engagement for the Chamber and its members. Establishing and engaging in strong relationships with the BCC, plus other relevant national, regional and local partner organisations, members and stakeholders ensuring that these relationships are used to report, influence, inform and grow our commercial offering.
5. To oversee an extensive programme of business research and intelligence data collection (qualitative and quantitative) on topical business challenges, using the information for internal and external briefings and relevant commercial research documents and reports.
6. To lead and develop the Chambers Events programme, to include: the annual Business Awards Ceremony, Business Exhibitions, Conferences, Business Leaders Events, Policy

Events, Forums and general Networking Events ensuring content and speakers are engaging, relevant, sponsors are secured, and audiences are grown appropriately.

7. To lead and develop a commercial Training offer including public training, bespoke training, consultancy services and room hire, upscaling commercially where appropriate.
8. To bid for, manage and deliver public funded Business Engagement contracts, including the Business Energy and Efficiency Programme and others as appropriate.

DIRECTOR RESPONSIBILITIES:

1. To act as a substitute for the CEO at all times, including client/partner engagements, events and external PR opportunities.
2. To participate in the bidding process for public sector contracts, securing new income sources for the Chamber and delivering those relevant to role.

MANAGEMENT RESPONSIBILITIES:

1. To manage and develop direct reports effectively ensuring that key performance objectives, including the achievement of team and individual targets are met.
2. To ensure regular team meetings ensuring that the team is updated on relevant issues from the variety of communication channels e.g. Directors, Management team and staff meetings
3. To conduct appraisals, half year reviews, and to identify, confirm and review agreed performance objectives and competencies, identify training needs and carry out regular informal reviews for all direct reports in line with HR policy and practice.
4. To identify objectives for the attendance of training/development activity for all direct reports, ensuring that evaluation is sought to ascertain the impact of the training to both the individual and the organisation.
5. To regularly review and update budgets in line with financial timescales.
6. To effectively ensure that cash-flow is maximised at every opportunity e.g. budget profiling, setting up of new contracts etc.
7. To ensure that contract terms and conditions are adhered to.

GENERIC TASKS

1. To work closely with other team members to ensure that all Business Plan, Performance and Financial targets are achieved.
2. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures
3. To work closely with other team members and complement and support the organisation's delivery and development.
4. Any other duties as directed by the CEO.
5. To ensure that any management information is entered onto the Chamber's databases (CRM and Exchequer) on a regular continual basis.
6. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.

7. To adhere to and actively promote the organisations equal opportunities policy.
8. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed

PERSON SPECIFICATION

1. Extensive experience winning and retaining high level business relationships and delivering to expectations
2. Strong commercial skills and income generation experience.
3. A detailed understanding of the external business environment and subsequent challenges, in particular around local, regional and nation policy and economics.
4. Proven experience in developing high quality, engaging Events to multiple size, sector audiences on a wide range of subjects.
5. Proven experience of managing teams to achieve both collective and individual financial and performance targets
6. Knowledge of national and local policy issues affecting businesses from both a strategic and business development perspective
7. Excellent communication, interpersonal skills and presentation skills with the ability to engage with and communicate effectively with Senior business leaders and the press
8. Understanding of other key partners, government agencies and other business support organisations and programmes.
9. Results driven with an ability to work under pressure, to tight deadlines and the ability to influence others.
10. Enthusiastic with excellent relationship management and customer satisfaction skills
11. Proficient in the use of Microsoft Office systems, CRM and accounting systems.

MOBILITY:

1. Ideally a car owner with full driving licence.