



## **CHIEF EXECUTIVE OFFICER**

### **JOB DESCRIPTION & PERSON SPECIFICATION**

Last Updated April 2022

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## About The Black Country Chamber of Commerce

### **BUSINESS IS DONE BETTER TOGETHER**

Celebrating its 21<sup>st</sup> year in 2022, the Black Country Chamber of Commerce is the successor organisation to a legacy spanning three centuries and remains the leading business support organisation for firms operating across, based within or seeking to do business in Dudley, Sandwell, Walsall and Wolverhampton; providing a range of services and products which makes the process of doing business easier and help members to overcome barriers and limitations to growth as a powerful voice for the business community.

This is a dynamic and exciting time for us following an intensive period of modernisation and restructure to become a contemporary and forward-looking organisation with the ambition to be one of the best Chambers of Commerce in the UK; and at a time when our members are doing business in a vastly different trading environment following the UK's exit from the EU, the worst economic downturn on record and the lingering shadow of COVID-19.

We are passionate about working with individuals and companies who want to shine a spotlight on the region and join us in putting the Black Country on the map as an inspiring place to do business.

The postholder should understand the complex political and socio-economic environment the Chamber operates within and ensure that the organisation remains apolitical in its campaigning and lobbying endeavours. They should be skilled in engaging with a variety of stakeholders from MPs to business leaders and be able to produce the highest quality of leadership across all our operations and teams to deliver for the Chamber and our members.

## About the Role

Reporting to the Chamber's Group Board of Directors, the CEO provides leadership by overseeing the organisation's strategic and operational performance. The postholder will establish the vision to ensure the annual business planning process and subsequent annual budget forecast are developed and delivered in line with the longer-term strategy.

By delivering strong performance through a robust process of performance management of teams, the postholder will achieve or exceed agreed budgetary expectations and other objectives.

The Chamber exists to help our members grow and prosper, as such the postholder will ensure that the needs of the local business community remain visible and on the agenda of policymakers and stakeholders.

The postholder is the custodian of the Chamber's constitutional commitment to always act in the 'best interest of its members' and will ensure that our services remain relevant, resulting in high levels of engagement, are valued, and contribute to the financial stability of the organisation.

## Relationships | External

The postholder will build, nurture, and maintain a large portfolio of diverse contacts to establish mutually beneficial relations for the Chamber and its members. These include (but are not limited to) the public sector (e.g., local authorities, combined authorities, ministerial and government departments, their elected officials, and officers; NGOs; Universities and Colleges) and the private sector (multiple sectors and businesses of different scale alongside their key leaders).

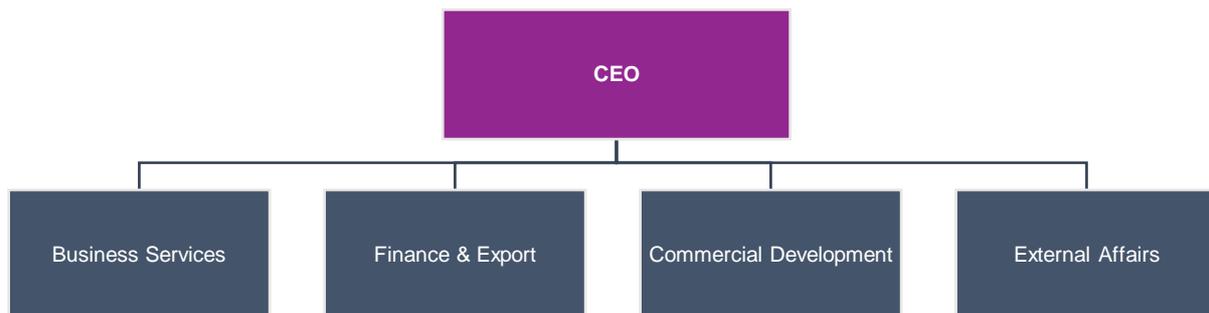
Through this network of contacts and connectivity, the postholder will influence decisions which benefit our members to unlock and negotiate opportunities which replace or build upon existing programmes of business or trade support.

The postholder will ensure that the reputation of the Black Country Chamber remains on a par with the other 52 local Chambers as part of the British Chambers of Commerce network and stands out in a competitive marketplace of business support in the West Midlands. As an ambassador for the Chamber and the local business community, the postholder will be required to undertake public speaking and media appearances as necessary to promote and further the work of the organisation, our reputation and profile.

## Relationships | Internal

The CEO must communicate and engage effectively with the Chamber's team, board of directors and sub-committees and lead an organisation of 27 individuals via 4 direct reports across the following teams:

[OBJ]



## Person Specification

A person's suitability for the role and how they meet the below criteria will be assessed during the application, interview, and any assessment stages:

AREA	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE</b>		
A relevant business-related qualification and proven track record of successful business management at the appropriate level or a minimum of 5 years' experience at CEO or director level	✓	
A detailed knowledge of Chamber activities, possessing a high profile whilst having a good understanding of business services in a member organisation.		✓
A detailed understanding of the environment, institutions and the processes which influence and impact the work of the Chamber		✓
An understanding of the Black Country economy, key sectors, issues, and businesses		✓
<b>EXPERIENCE</b>		
A track record of delivering financially sound business performance through budgetary control and performance management.	✓	
Experience of working within a business support organisation	✓	
Experience in leading strategic planning and business planning processes	✓	
Experience of dealing with the media and managing complex stakeholder relationships		✓
<b>SKILLS</b>		
Excellent communication skills both written and oral	✓	
Strong organisational skills with a passion for and meticulous attention to detail	✓	
Excellent leadership skills including a proven ability to convert complicated / detailed messaging or content into actions which motivate, engage, and enthuse people		✓
Experience of managing complex projects with multiple stakeholders	✓	

Strong diplomacy and motivational skills	✓	
A track record of designing and managing reporting processes and business review processes monitoring performance against business plans	✓	
Possess an entrepreneurial and creative flair and ability to identify and embrace income opportunities	✓	
<b>OTHER</b>		
Full UK Driving License and access to a suitable car vehicle and / or ability to travel across the region		✓

## General Information

Frequent travel across the region and beyond is part of the role with the potential for several early starts, late finishes, and weekend work.

The role reports into the BCCC Board of Directors.

This is a full-time position.

The role will have overall responsibility for the management of all staff employed by the Black Country Chamber of Commerce.

The package is extremely competitive subject to experience.

Pension contribution + other benefits are available.

At the Black Country Chamber of Commerce, we embrace equality and diversity and are proud to employ a diverse team who work towards delivering value for our members and make the region a great place to live, work and do business in.