



Job Description

Post Title: **Chief Operations Officer**
Reports to: **Chief Executive Officer**
Primary Role:

To implement the CEO & Board of Director's vision for the Chamber and turn it into an executable business plan. To oversee operations and ensure that the teams work toward achieving the business goals. To support the people who work for the Chamber to achieve personal goals and ambitions.

Overview of the role:

As the leading business membership organisation in Dundee & Angus, and part of the worldwide long-established Chamber of Commerce brand, we have over 700 business members who between them employ around 50,000 people. We work hard to help provide members with the business connections and opportunities they need to flourish.

We represent our members' views and use our collective voice to influence opinion makers. We are passionate about Dundee and Angus and promote it as a world-class destination, helping the local business community to thrive.

In this newly created senior role, critical to the success of the COO will be the operational excellence of the Chamber. Working and supporting the existing Leadership team, continuing the next phase of the Digital Transformation Project and maximising return on investment will be key.

Leading by example, the Chamber must deliver innovative operational services, while managing the growth in the team and seek new avenues for commercial income to sustain the services demanded by an ambitious business community.

This role is high profile within the business community and you will be expected to represent the Chamber brand in a positive, engaging, energetic and above all professional manner.

Primary Responsibilities and targets:

Internal

- Implement successful internal planning, to allow the team to set and reach desired KPIs.
- Drive the continued implementation of the Digital Transformation Project
- Manage the internal reporting mechanisms of the Chamber
- Create a People Management plan, including training & development plans for team members and work with the CEO to identify succession plans
- Identify opportunities around outsourced activities and or service improvements.
- Oversee the financial systems, including reporting, budgets and metrics.

Membership

- Lead the Member Services Team to ensure delivery of team goals.
- Ensure the Account Management strategy is being carried out effectively and in a timely manner to ensure a rise in member retention.
- Support the Membership team to plan and achieve membership growth.
- Support the Member Services team to ensure effective Marketing plans are in place

International

- Lead the International Team to ensure delivery of team goals.
- Support the International Team on International Trade Missions.

Other Commercial

- Manage people and tasks around Grant based activity
- Produce business case plans and internal reporting to the CEO to ensure that commercial contracts are providing return on investment
- Work with the CEO to Identify and pursue other such Grant and Contracted activities to add further revenue streams.

Team Responsibilities:

- Assist in developing and reviewing relevant services for members
- Work with the Chief Executive and the rest of the team to plan and achieve business plan targets approved by the Board of Directors
- Uphold the Chamber's vision, aims, purpose and objectives and be a good ambassador for the organisation
- Such other duties as the Chief Executive may reasonably direct

(As at January 2022)

Customer focus and team working

Adopt a highly customer focused approach with members, partners and stakeholders. Be a collaborative and supportive leader within the Chamber team and actively contribute to a positive and friendly working environment.

Cost effectiveness and efficiency

Lead, plan and organise activities, appointments, travel and expenses etc to achieve good value for money, minimise running cost and make efficient use of time. Allocate personal time carefully in the context of the membership income it will achieve or sustain.

Team bonus

Generating operational excellence & net income growth is primary to this role. There will be targets set (to meet business requirements) and bonuses will be paid against these targets. Bonuses will be paid at the discretion of the Board of Directors, based on reporting by the Chief Executive.

Essential Experience & Skills:

- Proven track record in a senior operational leadership role with related targets ^[L]_[SEP]
- Substantial experience/track record in building and maintaining operational plans, including associated reporting
- Knowledge and experience of managing project milestones and deliverables ^[L]_[SEP]
- Knowledge and experience of financial accounting systems, budget management and reporting ^[L]_[SEP]
- Knowledge and experience of managing people and teams and creating training & development plans
- Highly developed interpersonal, communication and customer care skills
- Consultation and negotiation skills in a commercial environment
- Competent in the use of customer relationship management systems
- Creative problem solver
- Evidence of achievement of business development & operational targets
- Strong networking & presentation skills
- Strong organisational skills
- Excellent written and oral communication skills suited to a wide range of audiences
- Solutions oriented approach
- Good team player
- Competent in the use of IT systems in particular, Microsoft Word, Excel and PowerPoint
- A demonstrable ability to negotiate, persuade and influence others
- Flexible approach to working hours (evenings)
- Ability to work on own initiative, manage own time, prioritise and meet tight deadlines
- Self starter with an ability to innovate
- Calm and professional manner
- Confidential and discreet
- Driving license

(As at January 2022)

Desired Experience & Skills

- Knowledge of 30/60/90 planning
- Creating business cases for investment
- A working knowledge of market research activity [L] [SEP]
- Knowledge of the political environment and how that relates to business, locally & nationally

The role will involve some evenings and out of hours responsibilities and attendance at events as required.

Travel will be primarily within the Dundee and Angus region.

Key Tasks

Internal

- Implement 30/60/90 planning, to allow the team to reach and breach the goals of the wider Chamber and manage the team to ensure the tasks within these plans are carried out effectively and in a timely manner.
- Drive the continued implementation of the Digital Transformation Project including delivery of an Operations Manual and identify productivity savings
- Manage the internal reporting mechanisms of the Chamber, including monthly reporting to the CEO and production of quarterly Board reporting
- Work with the CEO to utilise Gap Analysis to identify areas of the staff where the Chamber is lacking and plan to fill these.
- Assist CEO to implement a Training & Development plan for each team member to ensure maximum support is offered to each to achieve their goals.
- Identify opportunities around outsourced activities and investigate possible cost savings and or service improvements.
- Oversee the financial systems, work with the CEO & Management Accountants to improve internal reporting, budgets and metrics.

Membership

- Lead the Member Services Team to ensure planning is appropriate and carried out to ensure delivery of team goals.
- Support the Membership team to strategise number and revenue growth of standard membership.
- Work with the CEO to manage existing relationships, Identify and support recruitment of additional Platinum Members.
- Ensure the Account Management strategy is being carried out effectively and in a timely manner to ensure a rise in member retention.
- Fully utilise NPS feedback to ensure members are getting what they want from their membership.

(As at January 2022)

- Support the Member Services team to ensure effective News and Social Media plans are in place to ensure members are enjoying the exposure their membership should offer.

International

- Lead the International Team to ensure planning is appropriate and carried out to ensure delivery of team goals.
- Support the International Team on International Trade Missions, including building relationships with fellow Chambers and Business Matching services.
- Assist in identifying new membership prospects by promoting International Services.

Other Commercial

- Manage people and tasks around Grant based activity
- Produce business case plans and internal reporting to the CEO to ensure that commercial contracts are providing return on investment
- Work with the CEO to Identify and pursue other such Grant and Contracted activities to add further revenue streams.
- Support the CEO in relationships with local stakeholders to identify gaps in their offering that could be filled by the Chamber.
- Identify and promote possible new revenue streams whilst improving revenue generation from present activities.
- Utilise present and new high level contacts to add gravitas to Chamber event offering.

Team Responsibilities:

- Assist in developing and reviewing relevant services for members
- Actively seek, and highlight to colleagues, leads for commercial income (sponsorship, advertising and other potential income streams)
- Work with the Chief Executive and the rest of the team to achieve business plan targets approved by the Board of Directors
- Uphold the Chamber's vision, aims, purpose and objectives and be a good ambassador for the organisation
- Such other duties as the Chief Executive may reasonably direct

Benefits

Salary £45,000 - £50,000

Base salary will be offered dependent on experience, and will include completion of a successful 6-month probationary period

Discretionary bonus may be paid, depending on business year end results, as agreed by the Board
Expenses covering travel and associated business outlays will be paid each month, in arrears

Health Cover under the Westfield Health Chamber Plan will be provided

Annual leave entitlement is 33 days holiday (includes 4 public holidays over the festive period)

Pension Plan provided with optional opt out

(As at January 2022)