

BRITISH CHAMBERS OF COMMERCE
CHIEF OPERATING OFFICER

REPORTS TO: DIRECTOR GENERAL
LOCATION: ST JAMES'S PARK, LONDON, WITH SOME UK TRAVEL
TYPE: PERMANENT
DIRECT REPORTS: COMMERCIAL, INTERNATIONAL, CHAMBER SERVICES

COMPETITIVE SALARY AND BENEFITS PACKAGE

BACKGROUND TO THE BRITISH CHAMBERS OF COMMERCE (BCC)

The British Chambers of Commerce represents and campaigns for business. Our roots are local, but our reach is global. We are owned by, and work for, a network of Chambers of Commerce that champion and support our members across the UK and in countries and markets around the world. Our unique perspective gives us unparalleled insight into British business communities – every sector, every size, everywhere. They trust us to be their advocates and we're passionate about helping them trade and grow. Working together with Chambers, we drive change from the ground up – and our bottom line is helping companies, places and people achieve their potential.

Further details can be found on the BCC website: <http://www.britishchambers.org.uk>

THE ROLE

This is an exceptional new leadership role at one of the United Kingdom's premier business organisations.

You'll be someone who's passionate about business with purpose, and helping Chambers of Commerce and their business communities to thrive. You'll also be committed to our values: purpose, excellence, care, trust and resilience.

Working closely with the Director General, Adam Marshall, you will be accountable for a range of commercial and international services, across the BCC business, driving forward both operational improvements and key growth projects. As part of the organisation's Board of Directors, you will play an important part in shaping the organisation and driving it forward. You'll have P&L responsibility for all income streams across the business, and will be accountable for ensuring the BCC's commercial growth and sustainability, and the delivery of excellent services and value to its member Chambers across the UK and around the world.

In short, you'll have a wide-ranging impact on one of the UK's top business brands – from day one.

KEY RESPONSIBILITIES

Commercial and International

- P&L accountability for key revenue streams across the BCC business.
- Lead commercial and international trade work, with the aim of generating profitable revenue growth for BCC and for the Chamber Network.
 - Commercial: develop, lead and execute a strong commercial growth strategy for the BCC that delivers top-line P&L growth year-on-year whilst being sensitive to the unique position of the Chamber Network.
 - Internationalisation: provide leadership as we expand and transform BCC's ability to support UK business and trade around the world. This area includes BCC's two major growth projects – ChamberCustoms and the Global Business Network – where you will ensure strong execution and delivery of objectives.

Strategy

- Work alongside the Director General, Executive Directors, Board and shareholders to develop and execute a new 3-5 year strategy cycle from 2021.

Stakeholder Management

- Professionally manage partner relationships for BCC - to deliver both financial results and other forms of value for the organisation and its shareholders.
- Expand range of commercial networks, bringing in new partners and sponsors
- Build collaborative working relationships with the Chamber Network – our shareholders and customers - to pursue mutually-beneficial growth opportunities.
- Together with the Executive Directors, ensure great member focus, delivering value and strong services to Chambers.

Operational Management

- Build strong rapport with the whole BCC team. Together with the Director General and Executive team, contribute to an innovative and results-focused culture – with inspirational leadership that motivates and engages teams across the business.
- Together with Finance Director, build resilient infrastructure for people, project, and knowledge management. Improve systems and processes to increase organisational effectiveness.
- Professionally manage partner and supplier relationships to obtain best value for BCC and Chamber Network.
- Keep abreast of best practice developments across the private and association sector.
- Other management responsibilities commensurate with the role.

PERSON SPECIFICATION:

ESSENTIAL

- Executive leadership and management experience in a commercial or membership setting.
- A track record of successful commercial and operational delivery (including partnership development and scaling up new business areas)
- Sales and marketing, HR, IT, knowledge management expertise. Good knowledge of legislation and best practice.
- P&L and budget management experience in resource-constrained environments.
- An understanding of the key role organisational culture plays in delivering success and demonstrable experience of working in a collaborative way to achieve successful strategic planning and change management. Ability to manage a diverse range of functions in complex shareholder/stakeholder environment and to convene shareholders/stakeholders, as and when appropriate.
- Excellent influencing and relationship-building skills and an ability to demonstrate diplomacy when operating within sensitive contexts.
- Strong sense of purpose and an affinity for, and appreciation of, the BCC's strategic mission and values.
- Ability to demonstrate an understanding of the demands of working in a membership organisation with a significant public profile.
- The ability to inspire and lead people and build positive professional relationships while thoroughly analysing performance and critically appraising activities and results.
- Personal integrity and ability to lead others by example. An ability to inspire confidence, enthusiasm and forward thinking.

DESIRABLE:

- Recognition from a chartered body in management, finance, leadership or governance