



JOB DESCRIPTION

1. JOB TITLE: **Head of International Divisions**

Department/Division: Membership

2. REPORTING RELATIONSHIPS:

Responsible to: Director of Membership

Responsible For: (No. & Job Title:)

3. MAIN PURPOSE OF JOB:

To lead the Global and Transatlantic Chambers with the objective of growing the membership base across both divisions, leading relevant policy and stakeholder activity, leading the divisions' events programme and growing the divisions' commercial revenues via patronage schemes and sponsorship. You will also be responsible for managing the two executive committees and Presidents. When relevant you will also proactively promote all services offered by the international department of the GBCC to organisations and stakeholders you are engaging with.

4. KEY RESULT AREAS:

Membership

- To grow membership across the two divisions by both acquiring new members and targeting an 80%+ retention rate to hit year-end targets as agreed with the Director of Membership

Relationship Management

- Manage a selection of existing accounts assigned following the customer engagement cycle
- Manage additional high value accounts to achieve commercial targets
- Establish, develop & maintain external relationships with key stakeholders, members and non-member organisations.
- Provide effective representation at external committees, boards, and business groups
- To engage with local policy activity, business leaders, local authorities and key stakeholders within the region with the purpose of representing the Chamber and its members and being considered an influential voice within the business community

Sponsorship

- To attract a range of sponsors and patrons to both divisions and to generate commercial opportunities

Executive Committees

- To manage the Global and Transatlantic Chambers executive committees including scheduling, chairing and contributing up to date information on membership, events and wider initiatives to the executive committee meetings, working closely with the Presidents to ensure they support the Chamber and we support their Presidential objectives

Events

- Working closely with the Marketing and Events team, to create a schedule of events for both divisions ensuring that member and non-member targets are achieved and the events have good feedback
- To lead, and further develop, the flagship event of these divisions, the Global Business Conference, including setting the agenda, sourcing speakers, driving attendance and securing sponsorship
- To explore how we can plan, organise and deliver a manageable programme of international trade missions for members
- To identify relevant industry events for you or a New Business Manager to attend to gain new business leads and promote the international services.

Patrons

- Increase patron membership of both divisions by developing new and existing relationships with organisations relevant to international business growth and Chamber initiatives

Stakeholder Engagement

- Form, manage and maintain valuable international relationships with relevant stakeholders, such as embassies, high commissions and consulates of relevant markets

5. KNOWLEDGE, SKILLS & EXPERIENCE:

- Strong commercial acumen and experience of developing commercial opportunities at strategic level
- Experience in an account management or marketing and sales role
- Confident working independently and as part of a team
- Exceptional written, verbal and presentation communication skills
- Excellent relationship management skills and effective communication skills from communicating with SME's to Blue Chip clients in a confident and effective manner
- Experience of establishing and developing networks and partnerships to at strategic level such as engagement with senior business leaders, strategic partners and/or international stakeholders
- Knowledge and understanding of the business support landscape of local partners, stakeholders and key organisations involved in development of international business support
- Knowledge of current affairs with an awareness of issues affecting the UK economy, regional economy and international business
- The ability to analyse, collate, interpret and present data

- Flexible attitude to working hours
- Educated to degree level or equivalent
- Full Driving Licence

DECLARATION:

Completed By Manager Name: Lillian Elekan

Signed *Lillian Elekan*

Date:

Staff Member Name:

Signed

Date: