

Tamworth Business Chamber

JOB DESCRIPTION

OVERVIEW			
JOB TITLE:	Executive Manager	STATUS:	Permanent
LOCATION:	Tamworth	HOURS:	38 per week
REPORTS TO:	President, Tamworth Business Chamber		
LIAISES WITH:	Board of Directors		
DIRECT REPORTS:	1 – Administrative Support Officer		

ORGANISATIONAL CONTEXT
<p>Tamworth Business Chamber is recognised as one of the largest and most progressive regional chambers in NSW. We boast over 400 financial members, made up of small and medium sized businesses and a growing number of larger corporations. For 55 years, we have been their voice in the Tamworth Region.</p> <p>The strength of our Chamber comes from the quality of our Board of Directors and our in our alliance with the NSW Business Chamber. We also enjoy excellent working relationships with the media and other key regional stakeholders.</p> <p>Our programs and events see us engage with thousands of business owners, operators and their staff, and from every corner of the LGA. Our promotional campaigns have proven ROI as evidenced by the success of the annual Shop Local campaign and Quality Business Awards.</p> <p>Our vision is to initiate, advocate and empower our region to advance a prosperous business environment.</p> <p>Our mission is to proactively connect and inspire our members and our community through strategic partnerships and networking. We will do this through community engagement and by being 'The Voice' of our business community.</p>
KEY PURPOSE OF THE ROLE
<p>Advocate on behalf of Chamber members and the wider business community on public policy matters affecting business in the Tamworth Region.</p> <p>In collaboration with the Board of Directors, create a strategic plan for the Chamber. Maintain responsibility for implementing the strategic objectives of the plan within a reasonable time frame.</p> <p>Maintain responsibility for the overall performance of the Chamber's membership activities including membership acquisition, growth, stewardship, and retention.</p>

Create and maintain a dynamic and forward-thinking public image for the organisation using innovative marketing, communications, media, social media and community relations strategies.

Be responsible for the Chamber's sponsorship relations, grant writing, and program growth. Manage sponsorship activities to raise funds annually from corporate, government and other sources.

Manage events and programs that support the imperatives of Chamber.

PRINCIPLE ACCOUNTABILITIES AND OUTPUTS

Chamber Brand

- Position the Chamber as the authority representing the business community in the Tamworth Region
- Build recognition and understanding by all key stakeholders (includes businesses, local media, government authorities) of the Chamber's agenda and activities
- Actively promote Chamber through the delivery of an annual marketing plan and digital strategy
- Drive high-performance new initiatives and community engagement

Advocacy

- Ensure Chamber is the trusted and respected voice for the local business community on relevant issues.
- Represent members through advocacy work and lobbying to local, state and national government
- Actively engage with Council on local policy, strategic planning and decision-making affecting the business community
- Provide administrative support Chamber's Advocacy Committee
- Effectively network with key decision makers and influencers

Member Services

- Drive further growth of the Chamber by identifying new members and increasing annual membership.
- Create new ideas and services to support the growth of the Tamworth business community
- Adopt an open-door approach for both potential and existing members, and have a current understanding of the general mood and opinion of the wider membership
- Coordinate any membership sub committees (i.e Accommodation & Moteliers Group)
- Effectively communicate with the membership on current issues facing the business community, and Chamber's advocacy efforts to address them

Financial

- Increase annually the economic base (revenue) of the Chamber thereby increasing both the level of representation of the business community and the value of membership. This will be achieved against agreed KPI's including:
 - New member targets
 - Program and Event targets
 - New services targets
 - Sponsorship & grant funding targets
- Work with Treasurer to prepare annual budget in an agreed format and report monthly to the Board on Chamber finances

Sponsorship

- Management and retention of key sponsorships and corporate partnerships
- Identify new sponsorship and funding opportunities.

Events

- Oversee the management of a high quality, profitable calendar of events that deliver value to the business community and align to our strategic vision
- Develop our capability to deliver online events and training
- Successfully deliver our flagship events including Quality Business Awards, Shop Local Support Local and the Business Summit
- Support the Junior Chamber in the hosting of profitable events and networking opportunities
- Champion community education on the value of tourism and events to the Tamworth Region

Statutory Requirements

Ensure the Chamber meets and complies with all statutory obligations including:

- Maintenance of all records
- Annual review of accounts and approval by Board and membership
- Annual General meetings held as per the Chamber's Constitution
- ASIC compliance

Corporate Services

- Ensure the smooth day-to-day operation of the Chamber and its office including office equipment, software and other office resources
- Meet with the President on an agreed regular basis
- Research and provide background briefing information for presentation to the Board as required to enable informed decisions
- Prepare agenda, operational, membership and marketing reports for presentation to the Board on a monthly basis
- Attend monthly board meetings
- Ensure the successful operation of the Junior Chamber and provide guidance to its leadership committee with the view of encouraging participation in wider chamber activities
- Follow best practice policies for hiring, evaluating, training and supervising staff
- Evaluate staff performance regularly and communicate requirements clearly
- Ensure compliance with TBC Workplace Health & Safety policies and procedures
- Maintain TBC's COVID Safe status

EXPERIENCE & QUALIFICATIONS

ESSENTIAL

1. Demonstrated knowledge and understanding of current issues across a broad range of industries.
2. Relevant qualifications in business, marketing or project management, or relevant skills and experience.
3. Strong communication skills, both written and verbal, including the ability to communicate effectively with a wide range of internal and external stakeholders.
4. Well-developed computer skills with demonstrated experience in the Microsoft Office suite of products.
5. High level analytical, negotiation and problem-solving skills.
6. Demonstrated understanding and preparedness to commit to the Chamber's vision.
7. A current NSW Drivers Licence.

DESIREABLE

1. Previous experience in working for a Business Chamber or member-based business organisations.

2. Experience in report and grant writing.
3. Working knowledge of the media.
4. Demonstrated knowledge of social media applications and their effective use
5. Understanding of accounting and the use of XERO.