**Hillingdon Chamber of Commerce**

**Job Description: Chamber Manager**

Job Position: Chamber Manager

Role: Full-Time

Responsible to: Executive Committee

Remuneration: £45,000 – 55,000 per annum

**Key objectives and Key Activities**

1. Chamber Administration
	1. Represent the Chamber in line with its policies and guiding principles
	2. Generally assist in the coordination of the activities of the Chamber, its Chairman, Committee, staff, and its members
	3. Co-ordinate communications with and between the Chamber, its Chairman, Committee, staff and its members
	4. Ensure timely preparation of notices and Agenda of meetings in line with the Constitution.
	5. Check and circulate the minutes of the meetings and follow up actions
	6. Review and ensure all Chamber contracts are kept up to date and current, referring to the Committee where applicable
	7. Maintain and build relationships with the Chamber’s Strategic Partners, Sponsors and Members
	8. Be the first point of contact for all enquiries, referring to the Committee as required
	9. Create feedback processes for members, partners, committee (for annual measurements purposes).
2. Staff Management
	1. Oversee the workload of all staff members
	2. Ensure all staff have the required equipment and skills necessary to undertake their roles
	3. Review job descriptions in line with Committee requirements and objectives
	4. Hold quarterly and annual reviews with all staff members setting smart objectives in line with Committee’s goals
	5. Organise monthly staff meetings to up date staff members on Committee activities
	6. Organise the recruitment process of all new staff
	7. Sit on the recruitment panel for all new staff
	8. Organise and implement an induction programme for all new staff
	9. Liaise with all external stakeholders and partners
	10. Keep accurate records of staff holidays, timesheets and sickness
3. **Website and data maintenance**
	1. Liaise with marketing executive to ensure website is maintained and is fit for purpose
	2. Ensuring effective use of the Chamber Zoho One CRM system
	3. Review maintenance contracts with partners annually
	4. Oversee the management of the website by the Chamber Administrator
	5. Liaise with news item providers to obtain copy (inc. advertorial)– e.g. Committee members, key personnel/organisations in the borough, people within the Borough Council, etc. Contractors
4. Events organisation
	1. Oversee the day-to-day activities of the Events executive
	2. Provide support to the Events executive and Committee as required
	3. Attend all Chamber Events to support the Chairman and Events Committee
	4. Promote the Chamber and its Events to encourage membership
	5. Check and approve all copy before publication
	6. Manage contractor communication and delivery
	7. Lead major chamber events like Expo etc and ensure the team is clear about their roles and responsibilities
	8. Ensure proper reporting and presentation to the committee on budgets and actual spending
5. Membership
	1. Oversee the day-to-day activities of the Membership executive
	2. Support membership executive to achieve membership and sponsorship targets and performance regularly
	3. Provide accurate reports to the Committee on current membership
6. Financial Administration
	1. Ensure that correct recording of all expenditure on the Xero system
	2. Liaise with the Treasurer to enable financial reporting on the Chamber’s finances generally or on ring-fenced projects or events.
	3. Monitor the expenditure, ensuring initiatives remain within budgets as agreed by the Committee.
	4. Organise payment to be raised within the bank system, ready for second authorised approver
	5. Prepare/ oversee and provide summary of quotations
7. Miscellaneous
	1. Fulfil the role of the Data Protection Officer
	2. Such other tasks as reasonably requested by the Committee, the Chairman, partners, sponsors and members.

**Skills, Abilities and Professional Experience**

* Experience of working in a membership organisation
* Proven knowledge of successfully delivering high profile events
* Confident, well-presented, professional, polite, and friendly
* Effective communication (verbal and written) and numeracy skills
* Strong commercial awareness and an understanding of the challenges faced by businesses in the London Borough of Hillingdon
* Proven track record in a business development or sales role
* Experience of managing, mentoring and motivating others
* Ability to work outside of normal business hours
* Driving licence and use of own car (mileage expenses will be paid??)
* Experience of Microsoft Office
* Sound organisational skills and ability to work under pressure and deliver to tight deadlines