

Position Description

Chief Executive Officer

Award	Award Free
Award Classification	N/A
Reporting to	Accountable to the Geelong Chamber of Commerce Board of Directors; reports directly to the Chamber President and Chair
Term and Hours	Full time / 38 hours per week
Primary Location	The Geelong Chamber of Commerce's head office is currently situated in Geelong, Victoria
Working with	Geelong Chamber of Commerce staff located in Geelong, external stakeholders
Direct Reports	6
Applications Open	Monday 19 December 2022
Applications Close	11.59pm, Tuesday 31 January 2023
Date Approved	December 2022
Approved by	Board Chair

Organisation Context

The Geelong Chamber of Commerce is one of Australia's leading regional business bodies with over 900 members and a rich, long and successful history of advocating on behalf of Geelong business. Established in 1853, the Chamber is a registered not-for-profit membership-led public company limited by guarantee. The Chamber's role is to support, educate and facilitate a healthy, vibrant business community as well as advocate on behalf of all levels of business ensuring members have a say on the issues that impact upon the economic viability of business and the region as a whole. Playing a pivotal part in the region's growth, the Chamber are renowned for their thriving business community and proud association with a diverse range of local businesses. Seen as the 'Voice of Business' in the Geelong region and working to support and facilitate economic activity and opportunities to drive business growth and key economic outcomes, the Chamber offers a diverse range of services, events and information that allows business to enhance its skill base, explore new directions and grow its market share.

Position Objectives

- To drive business growth through membership, corporate partnership, innovative events, programs and services
- To lead and coordinate staff activities, assign staff responsibilities and delegate the authority needed to carry out those responsibilities
- To provide overall leadership and direction to the Chamber's marketing and business development, customer service, financial and internal control operations
- To ensure the financial viability of the Chamber
- To work with the Chamber Board, the Chamber's Board Committees and deliver the Chamber's strategic plan based on sustainable growth through service to members, stakeholders and partners
- To advocate on behalf of members on issues and ideas that will help businesses prosper
- To represent the Chamber as required
- To act as the Company Secretary for the purposes of complying with the reporting responsibilities on ASIC

Key Responsibilities

- Maintain an engaged, authoritative and inspiring voice as a public advocate for business in Geelong, with a focus on the organisation's partnerships
- Attend all Board meetings and other external meetings where the Chamber is represented or is a member
- Be an Ambassador for the Chamber at all times
- Develop and execute the Chamber's strategic plan
- Stay abreast of current issues (both internal and external and both political and non-political) impacting on the Chamber, and on Geelong, informing and providing leadership to the Board
- Assist the Chamber with policy and procedure development, implementation and review
- Coordinate preparation of audited financial statements and annual report
- Provide support and advice to the Board Chair in carrying out their responsibilities, as required
- Provide a detailed Chief Executive Officer report to the Board on a monthly basis and preparation of all other reports as directed by the Board

Strategic Planning & Implementation

- Work with the Chamber board to develop and implement the strategic plan and annual priorities with particular focus on increasing membership, ensuring long term and sustainable financial growth and good governance
- Provide high quality strategic advice to the Board on growing the Chamber's brand, advocacy, membership base, profitability and services
- Maintain awareness of the landscape relevant to the Chamber, specifically for industry developments, regional issues and expansion opportunities
- In consultation with the Board, take responsibility for the development and implementation of business plans and policies to ensure financial and operational performance objectives are met
- Support and lead Chamber's financial growth and sustainability by identifying and implementing new strategic initiatives and funding opportunities

- Embed and monitor the culture of the organisation to ensure the high performance of a cohesive team that is both innovative and accountable, building a high level of credibility in the sector and beyond

Marketing and Events

- Organise, coordinate, promote, attend and speak at Chamber events
- Attend and represent Chamber at other relevant industry events, networking groups, functions and related activity (including, when required, outside normal business hours)
- Welcome new members, sponsors to the Chamber
- Provide direction in preparation of regular Chamber newsletters for distribution and publication
- Handle enquiries from individuals and organisations and manage relationships with the media on behalf of the Chamber
- Develop innovative ideas for new events and service offerings to enhance membership value
- Oversee coordination of all functions and events

Programs

- Oversee the planning and execution of the annual Geelong Business Excellence Awards
- Develop and grow Member Services

Membership

- Ensure continued excellence in the delivery of in-person, online and hybrid events, including member events
- Actively grow the membership base through exploring and expanding package options, business development initiatives, networking and other growth initiatives
- Seek diversified sources of funding to support the Chamber and to build the financial resources of the Chamber
- Complete an annual membership and marketing plan to grow and retain members
- Provide the board with reports on membership retention and turnover ensuring that the membership database is kept up to date and accurate

Public Relations and Stakeholder Relationships

- Promote policy and thought leadership and position the Chamber as an influential voice on local and national issues
- Develop and foster strong strategic relationships in business, including liaising regularly with relevant government and non-government organisations to ensure the Chamber is kept informed about new initiatives, developments, programs, funding and strategic directions
- Actively communicate with all relevant stakeholders, including members, funders, sponsors, partners and government
- Act as a liaison between the Chamber and the member base, government and business, and build relationships with relevant peer organisations
- Develop and implement the Chamber's Strategic Communication Plan

- Prepare for press releases and media statements acting as spokesperson for the Chamber in consultation with the Chamber President
- Interact and promote the Chamber's interests with all tiers of government, regional stakeholders and businesses, as required

Financial Management

- Prepare a full set of monthly financial reports, including profit and loss and events acquittal to the Board and provide advice as to the general financial position of the Chamber as requested
- Prepare annual budgets in conjunction with the Chamber President and relevant Board sub-committees
- Monitor income and expenses to ensure the Chamber is managed within budget as approved by the Board
- Seek approval for any expenditure outside budget constraints
- Ensure that all insurances are current and appropriate to the needs of the Chamber
- Pursue and promote appropriate sponsorship/government grants or other revenue opportunities to support Chamber activities and strategic objectives
- Oversee issuing of timely invoices for membership subscriptions, ensuring minimal delinquencies
- Ensure accurate financial records are maintained in order to meet all statutory and audit requirements as well as to facilitate sound financial management and planning of the Chamber

Administration

- Recruit, dismiss, manage, supervise, direct and performance manage all Chamber staff
- Implement and maintain administrative and staff procedures and systems that ensure transparent and efficient operation of the Chamber
- Ensure that Chamber office premises and equipment are maintained so that as far as reasonable the Chamber provides a safe environment for staff, Chamber Directors, volunteers and visitors
- Ensure that the Chamber website is updated and maintained with current information
- Implement and maintain compliance with WorkCover requirements for the Chamber office and events
- Prepare all submissions for grants and funding as well as submissions to government and other key stakeholders in relation to the Chamber's position on issues

Risk and Occupations Health & Safety

- Ensure compliance with all Geelong Chamber of Commerce OHS & Risk Management policies and practices.
- Maintain and update the Risk Register and ensure regular Board review
- Consider risks when undertaking any activity carried out as part of this position, or activity undertaken on behalf of the Chamber
- Take all necessary steps to control and minimise risk to self, other employees, contractors, customers, and the general public, as well as to personal, Chamber, public and private property, when undertaking any Chamber employment-related functions.
- Report any illness, injury, hazard, near miss, incidents, losses or any other risk factor as soon as they are detected

Skills and Behaviours Performance Criteria

Leadership and Accountability

Leadership is the process of creating unity around purpose, a direction, shared values and ideas. Accountability is about setting clear goals and being responsible for their achievement. Leadership and accountability will be measured based on:

- Leading an effective team based on the organisation's values and Chamber's goals and objectives
- Ensuring accountability by setting targets, measuring performance and reporting results
- Modelling high professional standards through personal example
- Participating in the delivery of corporate direction through planning and regular meetings.

Managing People

The organisation must be properly resourced with success depending on its ability to recruit, train, develop, retain and promote its employees. Managing people will be measured based on:

- Establishing high levels of accountable behaviour, cohesion and communication
- Creating work relationships around a shared understanding of work values and goals
- Developing employees so that they can pursue careers to their maximum potential
- Reviewing staff resources to maintain alignment with current and future demands
- Focusing on the safety of all employees

Business Management

The organisation must provide a range of high quality value for money services to its membership with success depending on its ability to strive for high levels of efficiency and effectiveness. Business management will be measured based on:

- Delivering the outcomes in the Annual Business Plan
- Managing the Annual Budget within acceptable parameters
- Minimising the exposure of the organisation to risks
- Continuously improving services and focusing on customer service

Relationships

Good working relationships between people is fundamental to achieving progress within the organisation. Relationships will be measured based on:

- Building relationships with staff characterised by trust, respect and maturity
- Working across the organisation to promote cross-functional activity
- Building relationships with the membership and stakeholders characterised by mutual respect strategic alliances

Thinking Ahead

The external environment is rapidly changing and it is essential that the organisation anticipates and plans for issues and events that will impact upon on its future success. Thinking ahead will be measured based on:

- Identifying issues, events and trends and accessing the impact on the organisation
- Developing strategic responses to changes in the external environment
- Preparing plans and strategies to convert future understanding to actions

Key Selection Criteria

1. Demonstrated experience in leading a membership-based business or non-profit organisation.
2. A well-developed understanding of the Geelong business landscape, with established networks.
3. Experience in working with organisation and project budgets and understanding financials.
4. High-level advocacy experience, including experience working with State, Federal and Local Government and philanthropic bodies, as well as nurturing relationships with other organisations.
5. Solid people management experience, including directly managing staff and experience developing and fostering a great team culture.
6. Excellent professional writing skills, including previous experience in writing funding applications and advanced reporting skills.
7. High-level confidence and verbal communication skills, which might include experience with media, speaking at functions, delivering workshops, involvement with podcasts and/or conference presentation experience.
8. Demonstrated achievements at a senior level in formulating and delivering strategy and programs that have resulted in substantive change, and a track-record of outcome delivery.
9. Resourcefulness, with a keen sense of initiative in identifying and analysing problems and systems and finding solutions.
10. Energy and enthusiasm and a passion for people, for business and for Geelong

11. Experience in (or understanding of) a not-for-profit membership-led public company limited by guarantee, as well as an appreciation of the nuances of working with a volunteer board, committees and member groups is desired
12. Relevant professional qualifications, tertiary degrees or postgraduate studies relevant to this position are preferred

Application Process

1. All applications will be treated fairly and with the strictest confidence.
2. If after reading through this document and visiting the Chamber website, you have further questions about the role, please email Fruition Recruitment, Director Talent Acquisition & Advisory, Lauren Hogan at lhogan@fruitionrecruitment.com.au with the subject heading "Recruitment enquiry – CEO" or call 0439 351 629
3. Applications must consist of a brief cover letter or statement outlining your overall suitability for the role and your vision for the Chamber (maximum 1 page of text), as well as a document responding to the key selection criteria, and a comprehensive CV including contact details of three professional referees.
4. Referees will not be contacted without your explicit verbal consent and your submitting of these details will not be taken as this consent.
5. Applications should be emailed as a single PDF to Fruition Recruitment, Director Talent Acquisition & Advisory, Lauren Hogan at lhogan@fruitionrecruitment.com.au
6. Please keep in mind that if you don't address the application requirements or follow the applications process, your application will not be eligible to be considered.
7. Shortlisting will take place both during the application period and quickly after close of applications on 31 January 2023. To be fair to all applicants, no late applications will be accepted
8. Please note, hand delivered CVs or office drop ins will not be accepted (candidate meetings are by appointment only) and due to the large volume of applications responses Fruition receives to advertised roles, they're only able to contact shortlisted candidates. If it has been more than 7 business days since the date of your application and you haven't heard from Fruition but would like some specific feedback on your application, please feel free to contact Fruition Recruitment directly and they'd be happy to discuss with you.
9. If you have a disability or medical condition and require alternative access application methods or would like to discuss access requirements/reasonable adjustments for the recruitment



process, please contact Lauren Hogan on lhogan@fruitionrecruitment.com.au or 0439 351 629 to discuss.

10. Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa, and the successful applicant may be required to undergo pre-employment checks
11. In accordance with organisational policy, all Chamber employees are required to be fully vaccinated (including a booster vaccination) against COVID-19 or hold a valid medical exception. As such your employment with the Chamber will be subject to providing evidence of your vaccination status.
12. Having a workforce that reflects the community we serve is important to the Chamber. We want to attract and retain people of all genders, ages, religions, disability, sexual orientation, family and caring responsibilities, and cultures including people of Aboriginal and Torres Strait Islander heritage. If you are interested in a position, we encourage you to apply as we celebrate the benefit that diversity brings to our employees, our members, our partners, our services, and our community.