

DIRECTOR OF BUSINESS & STAKEHOLDER ENGAGEMENT

The Director of Business & Stakeholder Engagement is a senior position which reports directly to the CEO and the Board of Directors.

The position has responsibility for the delivery of the Chamber's core client services and external relationships, providing direction of the key business engagement functions to ensure we deliver our core objective to be a trusted, authentic partner and voice for businesses operating in the region.

The role will bring alignment of the Chamber's policy and advocacy work with the provision of membership, marketing, events and business support activity and initiatives.

A vital part of the position is the development of impactful senior level business engagement and network-building to underpin the Chamber's credibility and value to help businesses connect, support and thrive. Strong B2B understanding and empathy would be a strong skill set to possess and to succeed in the role.

The Director may have experience leading issue or policy-related campaigns, specific sector expertise or lived experience in running or operating a business at a senior level.

Budget competency, management and commercial acumen are all desirable characteristics to assist with this development and leadership of the Chamber's 'voice' for business.

Salary & Benefits

£55,000-60,000 base salary

Hours: 37.5 hours per week; flexible working between 7am-7pm, Monday to Friday; hybrid working permissible

Holidays: 25 days, plus bank holidays increasing with length of service

Skills & Experience

Excellent understanding and empathy with business owners

Strong capability to develop and lead senior level networks

Experience leading B2B issue or policy-related campaigns would be desirable

Ability to develop and grow an integrated and motivated team

Strong sense of integrity

Enthusiasm to visit businesses and attend stakeholder meetings in different locations around the city region

Objectives

- Ensure that the Chamber understands and delivers to the needs of the business owner managers and leaders within its business member and partnership network and aligns service provision – including PR and external campaigns - to those priorities
- Build and/or use a credible network of senior business owner/operators and employees to grow the Chamber's voice, strength and network impact.
- Guide and mentor an integrated, coherent and commercially focussed external engagement team that delivers a strong and valuable proposition for businesses
- Lead and deliver a strategic plan for the Chamber's client service delivery across membership, marketing, PR, events and policy activity
- Create and maintain strong relationships with key clients and partnership organisations to maximise the Chamber's value and impact
- Manage the Chamber's client service budget to ensure financial cost effectiveness, sustainability and growth
- Oversee the provision of regular reporting and review of department and client performance to build opportunities for improvement and growth
- Contribute to new business acquisition by participating in proposals and cultivating client relationships in the private and public sector
- Work with British Chambers of Commerce, the LCR Combined Authority, Local Authorities and other key partner organisations to ensure the Chamber has the required insight and intelligence to impact positive change for businesses.

Measurements of success (aligned with organisational senior managers):

- Income growth through business service delivery including membership, events and new lines
- Engagement and satisfaction levels of customers, including Chamber Patrons, Strategic Partners and members
- Growth in the Chamber's Marketing & Communication reach and impact
- Development and growth of the Chamber's PR and campaign outcomes as a representative association for businesses
- Membership recruitment, retention and growth

To apply for the role, please send a CV with covering note to Melissa Healy, Office Manager, at melissa.healy@liverpoolchamber.org.uk and we will arrange for an initial telephone/virtual call to discuss the position.