



Chief Executive – Job description

Summary

Established for 65 years, Gatwick Diamond Business (gdb) has been the leading voice for business and commerce in the Gatwick Diamond.

gdb is a company limited by guarantee, run by the members for the members. It is also financially and politically independent. gdb provides a united voice to influence Local and Central Government issues.

Job Purpose:

The Chief Executive will be responsible for developing and delivering the Business Plan that will grow membership and increase revenue by way of the provision of additional services to members & the wider business community.

The Chief Executive will also be responsible for managing the administrative gdb team in the support of the Executive Council and members.

The Chief Executive will respond to topical issues, gathering information and assisting with representing these as appropriate.

This range of responsibilities demands someone who can develop income growth plans and deliver them, has the presence and stature to represent Gatwick Diamond Business well, and who has the communication skills to talk at high levels with industry, governmental and other bodies in order to create an environment and support structure to allow gdb to represent their members' interests.

The Chief Executive will need to have a hands-on approach to the work of the business and will network extensively with members and potential members. This requires a keen commercial approach and the business acumen to understand the needs of members and to translate these into plans that can be successfully delivered.

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Gatwick Diamond Business,
a company limited by guarantee.
Registered No. 2712531 England.
Registered Office; Basepoint,
Metcalf Way, Crawley RH11 7 XX



Principal Accountabilities:

- 1) Act as the figurehead for Gatwick Diamond Business to effectively represent the culture and values positively and professionally in all ways, with internal and external stakeholders.
- 2) Assist the Executive Council in setting & meeting the strategic objectives of Gatwick Diamond Business.
- 3) Develop and maintain working relationships with all levels of members, other representative bodies, local, regional & national government and other entities to ensure that communication channels are in place to achieve a proper exchange of information on topical issues.
- 4) Identify, gain agreement for and implement plans that grow the membership of Gatwick Diamond Business and provide additional services that will increase revenue.
- 5) Develop and deliver a profitable events programme that serves the needs of members, alongside flagship events that engage the wider Gatwick Diamond region (to include, but not limited to, the Gatwick Diamond Business Awards, the gdb Speakers Conference, the Gatwick Diamond Meet the Buyers programme and the gdb Charity Challenge).
- 6) Develop and deliver a Communications Plan to raise the profile of gdb & its members throughout the Gatwick Diamond region & beyond.
- 7) Establish, review and maintain mechanisms to inform members and potential members of Gatwick Diamond Business initiatives and services so that they are aware of and use the services offered.
- 8) Ensure the provision of an effective administration service by setting, managing and motivating the gdb team to meet agreed objectives established by Executive Council for the membership and monitor the effectiveness of the services on an ongoing basis.
- 9) Recruit, develop and lead the gdb team in ensuring that staff are appropriately qualified, skilled and engaged so that appropriate support is provided to members at all times and that staff performance is monitored and managed effectively.
- 10) Manage the accounts & financial responsibilities of the business, liaising with the Treasurer to ensure the business keeps to budget.
- 11) Ensure that the Chairman and Executive Council are kept informed of developments on initiatives that affect Gatwick Diamond Business as they arise, to recommend and determine courses of action to ensure successful delivery of appropriate responses.
- 12) In partnership with the Executive Council, identify and monitor the short, medium and long term needs of and influences on the membership, in order to assist in developing relevant provisions to safeguard, respond to and develop opportunities for local businesses.
- 13) Support the Chairman and Executive Council by ensuring that appropriate research and briefing is provided on topical matters to ensure proper and effective decision making.



Knowledge, Skills and Experience:

- 1) This is a high-profile role demanding a person with stature and presence that will probably have been gained through experience and a successful track record at a senior management level within an entrepreneurial business.
- 2) The Chief Executive will also have the capability to represent Gatwick Diamond Business on occasion in both positive and negative environments. This will almost certainly require a level of maturity and understanding gained from having dealt with senior professionals, government agencies, and other bodies at the highest level over many years.
- 3) As the focal point for communication on behalf of the local business community the Chief Executive will have polished presentational and communication skills with all types of audience including the media. This in turn will demand some political sensitivity in managing relationships with local politicians and other bodies to ensure that Gatwick Diamond Business is best positioned to meet its goals of providing support to members and the ability to be able to deliver the revenue growth that is agreed from time to time.
- 4) While a sound knowledge of the local business community would undoubtedly be expected it is recognised that some marketing and public relations skills are required, although these will probably have been developed from a broader knowledge base, such as industry representative organisations, rather than from a pure Marketing environment.
- 5) Excellent organisational and management skills are required, as well as the highest level of interpersonal skills and the ability to relate to a very wide range of people and organisations. Communication skills in written and verbal form will be excellent and the post-holder will have had experience and be comfortable in dealing with the media including live radio and television interviews.



Ideal Candidate Profile

- 1) Strong business development skills with a track record of delivering results
- 2) Strong leadership skills to ensure that Gatwick Diamond Business achieves its strategic & administrative objectives
- 3) Substantial stature and presence to represent Gatwick Diamond Business when required in a positive and constructive manner
- 4) The creativity to identify and investigate new services, to be approved by the Executive Council, and the ability to successfully implement these in a profitable manner
- 5) The ability to network amongst industry professionals, political representatives, the public, regulators and other bodies that have an interest in Gatwick Diamond Business's mission
- 6) Excellent interpersonal skills with the ability to articulate clearly in written and verbal form to a wide range of audiences
- 7) Strong relationship management skills, capable of developing strong networks of contacts to promote the work of Gatwick Diamond Business amongst members and prospective members
- 8) A successful and substantial track record within a commercial business
- 9) Commercial acumen together with a value-added approach to delivering results
- 10) Management skills in leading and motivating a small team
- 11) A decisive and solution-oriented style with a hands-on approach

Required skills and qualifications

- 1) Keyboard skills
- 2) Good IT and communication skills essential - Use of Microsoft Office including Word, Excel & Outlook; Publisher & PowerPoint an advantage
- 3) Proficient in the use of the internet and e-mail
- 4) Good attention to detail
- 5) Flexible and organised with an ability to act on their own initiative
- 6) Good telephone manner
- 7) Good sense of humour
- 8) Ability to adapt and respond under pressure
- 9) Good relationship building skills at all levels
- 10) Excellent customer service skills
- 11) Work locations will vary according to events and independent means of travel is a necessary part of the role (There is a Pool car for business use only, mileage expenses will be reimbursed in the event of the post holder using their car for business use)

This job description is non-contractual, and Gatwick Diamond Business reserves the right to review, revise, amend or replace the content of this job description from time to time to reflect the changing needs of the organisation.

4th June 2018

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