



Job Description (updated Jan 2021)

Chief Executive

Purpose

To be responsible for building on the work of the previous Interim Chief Executive in providing professional management required to keep the Chamber in financial viable and sustainable commercial organisation that provides business support, training, guidance, information, and that is recognised as being the voice and representative of businesses and employers in the whole of the Cook Islands.

The levels and areas of discretion given to this position include:

- Implementation of strategy and policies approved by the Board
- Expenditure, contract and appointments as per delegated authority
- Planning, prioritising, and deployment of resources
- Reporting all activities to the Board of Directors in agreed reports

Accountabilities

1) Brand

Along with the Chair and the Board of Directors, this role needs to emphasise and promote the position of the Chamber as the authority that represents businesses and employers in the Cook Islands.

- Build recognition and understanding by all key stakeholders (including businesses, media, government authorities, funding agencies, external government representatives and regional employer groups.
- Ensure Chamber is represented appropriately in all significant business events, forums and publications
- Drive high-performance new initiatives and community engagement
- Contribute to the management and development of the Cook Island business community through cooperation and collaboration with other organisations

2) Advocacy

Be the trusted and respected voice for the business community both nationally and internationally on issues relevant to Members:

- Agree with the Chair and the Board of Directors, which groups, committees, and tribunals are going to represent the Chamber and ensure reporting and feedback outputs from all representatives are completed.
- Demonstrate influence on public policy affecting the business community in conjunction with the Chair and the Board of Directors
- Effectively network with key decision makers and influencers
- Establish the Chamber's position in conjunction with the Chair and the Board of Directors, and write relevant policies, and prepare and deliver submissions to authorities on key issues affecting the Cook Islands business community.

3) Membership 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 Cook Islands business community
- Actively engage with the membership and have a current understanding of the general mood and opinion of the wider membership, including surveys when appropriate
- Effectively communicate with the membership on current issues facing the local business community
- Along with the Chair, manage the relationships of Associate Members

4) 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:

- Identify funding agencies and manage the application, payment, and reporting processes required for grants
- Identify, implement, and manage sponsorship opportunities for an effective financially positive outcome for the Chamber
- Develop a budget to be approved by the Board of Directors and oversee the accounting and finance of the Chamber, including the annual audit.
- Regularly produce agreed financial reports to the Chair and the Board of Directors.

5) Events

In conjunction with and at the direction of the Chair and the Board of Directors, oversee the management of high quality, profitable events which deliver value to the business community.

- Identify potential areas of interest and speakers
- Ensure there is at least one membership event per quarter
- Provide targeted networking and skills opportunities for business owners

6) Training

Management of suitable training programmes and educational forums for the benefit of members.

- Provide the hub and first point of contact for business education
- Continually develop and identify appropriate levels of business education and information to support members' needs
- Develop appropriate reporting outputs for all training delivered

7) Economic Development

Identify and implement economic development opportunities and projects to grow the economy.

- Facilitate processes for existing businesses and start-ups to create jobs
- Identify and communicate opportunities for the attraction of new investment in the economy
- Provide points of contact, business information, and refer services to individuals and investors intending to establish economic and business opportunities
- Proactively develop strategies to access additional funding or cost recoveries for work undertaken by the Chamber

8) Statutory Requirements

Ensure the Chamber meets and complies with all statutory obligations

- Maintenance of all records
- Annual audit of accounts and approval by Board
- Annual General meetings held as per the Chamber's Constitution
- Filing of the annual return to the Ministry of Justice

9) Human Resource

Identify, recruit, and manage all employees of the Chamber

- Ensure all employees have written role descriptions and written employment agreements
- Identify and implement appropriate performance measurements for all staff and manage the performance review processes
- Ensure that the Chamber abides by all international labour standards as an Employer and equal opportunities for employment are given with no regard for gender, religion, age, or disability
- Delegate appropriate authority to staff
- Identify and enable relevant professional and personal development of employees

10) Administration

Maintain and develop where necessary appropriate administration systems, processes, and documentation for

- Management of the secretariat of the Chamber
- Financial accounting system
- Code of Conduct for staff and for the Executive
- Internal policies of the Chamber
- Communication protocols
- IT network
- Workflow management
- On-boarding manual

Key Attributes

- Experienced leader in the Private Sector environment
- Credibility and respect within the business community and Government organisations
- Excellent communication skills
- Experienced and respected as an Employer
- Exceptional strategic vision
- Positive Outlook
- Can work well within a Membership organisation structure
- Passionate about advancing the Chamber brand
- Ability of establish and maintain key networks
- Candidate must be able to work for the Chamber on the basis of political and religious neutrality

Experience & Qualifications

- At least five years' senior management experience within the Private Sector
- Relevant business qualification
- Experience in strategy development and planning
- Financial/Accounting experience
- Staff Management experience