

Job Description

Post: Deputy CEO

Hours: 35 hours / week – Full time

Reporting to: Chief Executive

Salary scale: £42k - £50k



**STRONGER
TOGETHER**

Purpose of Post

The Deputy CEO will work closely with the CEO and Board of Directors to uphold the strategic objectives of Caithness Chamber of Commerce and support the day-to-day operations of the organisation. This role will focus on enhancing local economic development, positioning the North Highlands as an attractive place to live, work, study, visit and invest through a holistic destination strategy.

Establishing partnerships to drive growth and sustainability in the region will play an important part in this role. The Deputy CEO will build and maintain a broad network of diverse contacts to foster mutually advantageous relationships for the Chamber, its members and the wider community. These contacts span the public sector - such as local authorities, ministerial and government departments, non-profit organisations and educational institutions. In the private sector, the network will encompass businesses of varying size across multiple industries.

As a representative of the Chamber and the local business community, the Deputy CEO will attend Chamber and stakeholder meetings and engage in public speaking as required to advance the organisation's work, uphold its strong reputation, and maintain the trust and confidence of members, industry, and other stakeholders.

About Caithness Chamber of Commerce

Caithness Chamber of Commerce is a membership organisation with some 230 members. These members are predominantly North Highlands based though there are several affiliates and business members who are based out with the area.

Caithness Chamber of Commerce is a dynamic and influential organisation that serves as the voice of the business community in the North Highlands, a region known for its rich heritage, stunning landscapes, and entrepreneurial spirit. Established to foster economic growth and

collaboration, the Chamber connects businesses of all sizes and industries, providing them with the tools, resources, and advocacy needed to thrive in a competitive marketplace.

With a commitment to supporting local enterprises, Caithness Chamber of Commerce offers a wide range of services, including networking opportunities, business advice, training programmes, and promotional initiatives. It acts as a bridge between business, government, and the wider community, ensuring that the interests of its members are represented, and that the North Highlands remain a vibrant place to live, work, and invest.

The Chamber also plays a key role in driving innovation and sustainability in the region, helping businesses adapt to evolving challenges and seize new opportunities. Through its events, partnerships, advocacy efforts and work to develop young people, Caithness Chamber of Commerce continues to champion the success of its members while contributing to the economic and social vitality of the area.

KEY ROLE DUTIES / RESPONSIBILITIES:

Strategic Leadership

- Collaborate with the CEO to develop and execute the Chamber's strategic plans.
- Act as a deputy in the absence of the CEO, ensuring continuity of leadership.
- Provide strategic advice and insights to the Board of Directors where required
- Direct line management of several operational teams

Team Leadership

- Provide leadership and mentorship to Chamber staff.
- Foster a collaborative and high-performing team culture.
- Ensure staff have access to professional development opportunities.

Operational and Financial Oversight

- Support the CEO in managing the Chamber's operational and financial activities.
- Identify funding opportunities, including grants and sponsorships, to support Chamber initiatives.
- Monitor performance metrics and ensure alignment with organisational goals.

Destination Management

- Develop and lead initiatives to promote the North Highlands through a holistic destination strategy
- Work with national and international tourism partners to increase reach to domestic, European and other international markets and promote the North Highlands as a prime tourist destination.
- Work with local tourism operators, accommodation providers, and event organisers to enhance the region's profile.

- Oversee the planning and execution of campaigns that highlight the unique cultural, historical, and natural assets of the North Highlands.
- Support the development and execution of strategies, services and assets to attract talent to the North Highlands, aligning with regional growth objectives.
- Support the development of campaigns showcasing the North Highlands as a prime destination for professionals and families, emphasising quality of life, natural beauty, and career opportunities.
- Work collaboratively with the Developing the Young Workforce North Highland team to encourage the retention of young people in the area through partnership working and information and knowledge sharing.

General

- Embrace and operate within the organisation's culture, ensuring all activities uphold and enhance the Chamber's values, character, and reputation.
- Build and sustain strong working relationships with Chamber members, the broader business community, and public sector partners.
- Deliver high-quality contract and project management services.
- Provide management information and support to the Chief Executive and Board to facilitate effective decision-making.
- Support the Chief Executive by representing the Chamber at meetings and events, including high-profile engagements during evenings and weekends.
- Maintain exemplary standards in service delivery for members, the business community, public sector partners, and clients.
- To undertake any other duties as may be reasonably required in the post.

As part of a small team, the post holder will take a leading role in being the 'voice of business' and supporting regional businesses. The position offers a fantastic opportunity to build relationships with business leaders and key stakeholders across the North Highlands and wider region as well as being part of a professional, proactive and forward-thinking business organisation.

This post is a full-time post (35 hours). The Chamber operates a hybrid working model but this a place-based role with a requirement to regularly work at the offices in Thurso as well travel around the region for meetings and events and supporting a team who are geographically spread between Caithness and Sutherland.

How to apply

Please send a full CV along with a brief as to why you are the best applicant for the post. The brief should be a maximum of 2 A4 sheets. Please ensure the brief shows evidence of the criteria in both the job and person specification.

CV and letter should be e-mailed to Trudy Morris, Chief Executive
recruitment@caithnesschamber.com

Closing date is **28 February 2025**.

Person Specification: Deputy CEO

Factor	Essential	Desirable /Beneficial
Qualifications/Attainments	Educated to HND or equivalent relevant experience of working in a post at that level.	Degree-level qualification in business and management or similar field.
Knowledge/Work Experience	<p>Proven experience in a senior leadership role, ideally within a business development, economic development, or tourism context.</p> <p>Strong understanding of regional economic challenges and opportunities, particularly in rural areas.</p> <p>Experience in managing projects, budgets, and teams.</p> <p>Track record of successful stakeholder engagement and relationship management.</p>	<p>Experience in the tourism sector or destination development</p> <p>Knowledge of the economic landscape and opportunities in the Highlands and Islands region.</p> <p>Proven experience in financial management.</p> <p>Experience in applying for project funding.</p>
Skills/Attributes	<p>Strategic thinker with the ability to translate vision into action.</p> <p>Exceptional communication and interpersonal skills.</p> <p>Ability to influence and negotiate effectively with diverse stakeholders.</p> <p>Strong planning and organisational skills, with ability to multi-task.</p> <p>Excellent verbal and written communications skills with ability to communicate complex information to a range of audiences.</p> <p>IT literate and proficient in MS Office.</p>	

	<p>Ability to manage multiple priorities in a fast-paced, deadline-driven environment.</p> <p>Ability to think creatively.</p> <p>Comfortable with change and with a willingness to learn and develop.</p> <p>Self-starter.</p>	
Other	<p>Passionate about the economic and social development of the North Highlands.</p> <p>A proactive and adaptable approach to challenges.</p> <p>Highly motivated with a commitment to delivering results.</p> <p>Clean driving licence & access to own car.</p> <p>Willingness to travel within the region and beyond as required.</p>	