

POSITION AND CANDIDATE SPECIFICATION

POSITION SPECIFICATION : DEPUTY EXECUTIVE DIRECTOR

Position Summary

The Deputy Executive Director will have overall responsibility for providing 'almost entrepreneurial' operational leadership to the company's operations encompassing the compliance and delivery as per SOP and ERP and the online processes which includes delivery of different services to members, media, other stakeholders of the sector nationally and internationally, fulfillment of customer satisfaction, inbound and outbound delivery logistics, and customer care. Given the nature of this industry in India and abroad the evolving rapidly growing organization s/he will have to lead the operations team in an often ambiguous business context to see that the implementation of the planned activities is as per the process and procedures devised.

This individual will be responsible for ensuring optimal member and other stakeholder experience from end-to-end throughout the registration and service delivery cycle by delivering the highest levels of service, efficiency in operations, customer satisfaction and confidentiality.

S/he will be a catalyst for the company's ensurance of quality service delivery by driving world-class operating efficiencies through resource maximization and technology innovation resulting in cost reduction, thus striving to attain an optimum balance between providing high levels of customer service while maintaining close control over operating expenses.

S/he will also be responsible for setting up the activity and operations processes and managing at India and locations globally. Further given that operations are led out of India with significant interdependence, the Deputy ED will be responsible for ensuring integrated operations through the management of information entered into the firm's newly developed ERP, SOP and if in later stages the CRM is developed.

S/he will also be responsible for ensuring operational efficiency of different regional offices, institutes and laboratories of the Council relationship management with different stakeholders of the Council including the trade associations in India and abroad.

S/he will also be responsible for sales promotion, management of the effectiveness of Council's sales operations of different services and the output out of it.

Key Relationships

Reports to: Executive Director

Direct Reports: Regional Directors (5 members) and a Secretarial team, Statistics, Administration Head, Systems Head, Logistics Head of Exhibitions

Other Key Relationships: Various function and Business Unit Heads

The Deputy ED's responsibilities will :

- Provide day to day operational leadership to the company, driving operational excellence and efficiency throughout from back to the front of the supply chain ensuring highest quality customer service, efficient delivery and order fulfillment.

Operations Management

- Ensure and oversee stability, robustness and continuous improvement of the technology backend.
- Establish effective systems and process and build efficiencies in various support and delivery functions.
- Develop scale and assess current capacity of backend operations, devise growth solutions and plans and executing them.

Sales Effectiveness

- Ensure that the sales objectives and revenue growth by market, product and business segment is met.
- Establish and roll out effective commission structure and continuously monitor and make changes to ensure effectiveness based on the market dynamics.
- Ensure roll out of programmes to develop and maintain advertiser relationships and cross selling of products.
- Ensure roll out of systems and process for effective monitoring of collections.
- Maximise/optimize processes throughout the operation while minimising customer errors, care contacts, product returns and damaged orders.

Communication, Compliances & Governance of Regions

- Ensure timely and effective communication of relevant information to Committee and staff.
- Organising and recording of meetings and dissemination of minutes amongst the staff and members of committee
- Oversee compliance with legal, statutory and regulatory requirement.
- Ensure compliance of all regulations.
- Conducting and recording of meetings of Committees and sub- committees.

- Training and skill development of the sector
- Project management and implementation
- Preparation of annual report

Relationship Management and Trade Development

- Effectively manage and co-ordinate with partnerships, with stakeholders, managing protocols, travel coordination and etc.
- Manage external interfaces as required to ensure smooth operations, including law and order enforcement interface, trade development and relationship with different trade associations.
- Member relations & customer relations management and delivery

SYSTEMS & DATA ANALYSIS and MANAGEMENT

- Data collection, analysis dissemination and preparation of regular statistical reports
- Delivery, administration and asset management including its safekeep

Any other function as assigned by or to assist the ED of the Council

CANDIDATE SPECIFICATION: KEY SELECTION CRITERIA

Ideal Profile

The ideal candidate will have:

- Minimum of 12-15 years of operations management experience with at least 3 years in a leadership role characterised by increasing responsibilities in an organisation reputed for “best-in-class” operations ideally from the luxury retail, hospitality or private banking sectors with the HNI context.
- Proven record of effectively managing logistics/service delivery, order fulfillment with a strong sense of urgency and high commitment and integrity.
- Ideally, s/he will bring experience from the foreign trade , ecommerce, retail and international event management production and logistics space. Exposure to the compliance of business regulations for association services will be a strong advantage.
- International work experience, having worked in India as well as abroad will be an advantage.
- Consistent over-achievement in managing customer service teams.
- An affinity for art and an in-depth understanding of the space is highly desirable although not a necessary criterion.
- Graduate and an MBA with MBA in Foreign trade would be desirable.

Critical Competencies for Success

Operations Management ability

The Deputy Executive Director will provide operational leadership and drive day-to-day operations for optimum efficiency and excellence from end-to-end across the prospecting and sales cycle in a rapidly growing and evolving business within an emerging industry in the country. He must hence:

- Leverage past experience of successfully growing an existing operation to the point where it can be described as “world-class” in all aspects of the supply chain (procurement, inventory management, distribution / logistics, and customer care)
- Build trust with his team ideally through some early wins, ideally by instituting systems and processes for optimum day-to-day operating efficiencies and operational excellence
- Demonstrate the ability to operate in a dynamic and high pressure environment;

- Leverage strong analysis and planning skills combined with the ability to break down complex problems into manageable parts to identify key components of complex issues and develop solutions.
- Demonstrate solid general business acumen and holistic thinking to establish oneself as a core member of the senior management team

Team leadership skills

To ensure smooth and efficient operations in a small, diverse and high-performing and loyal team, the Deputy Executive Director will need to:

- Leverage the demonstrated ability to build and manage a small team.
- Have the ability to lead in a collaborative environment with a positive leadership style and a hands-on approach.
- Be an apolitical team player who works objectively for the growth of the organisation as a whole.

Member and Stakeholder Orientation

The Deputy ED will need to build and maintain strong positive relationships with 'difficult to please' members and customers by superlative client management through the prospecting and sales cycle which makes them unofficial ambassadors of the business. Hence, he/she must

- Ensure integration of information including touch points like rating systems to provide best service to client from all locations.
- Manage completely transparent and open communication throughout the Member, stakeholder and customer engagement.
- Maintain sustainable and collaborative interpersonal relationships with key members involved in the service delivery chain (internal and external) including members to ensure smooth completion of the multiple aspects of service delivery.

Personal Characteristics

- Capable of independent decision making
- Microscopic detail orientation while keeping the big picture in view
- High integrity
- Strong sense of confidentiality and compliance