

Head of Business Services

The Irish Exporters Association

The Irish Exporters Association (IEA) assists its members to grow their exports to world markets. We drive and support the growth and development of all exporting businesses based in Ireland. Going forward we have realigned and redeveloped our strategy to support our members to grow their exports to world markets and in 2018, the IEA will perform 3 main functions: Representation, Trade Services and Knowledge Networks.

The Opportunity

An exciting opportunity awaits within the IEA for a professional individual to play a key role in expanding and driving forward the organisation's services to its members and customers. This is a rewarding role where you will work in a for-purpose organisation with like-minded people who are involved in supporting the export sector and international trade.

The Role

As Head of Business Services, you will play a key role in expanding and driving forward the organisation's services to its members and customers as well as being part of the senior management team of the Association. You will drive the development of new products and services to our members and lead the integration of these with our existing offering. Responsible for co-ordinating and delivering a new range of business supports to our members, including the association's new market entry capability, you will also have a strong focus on developing our training suite, growing our visa and legalisation offering, as well as developing a systematic value-based approach to assisting our members.

Relationships

Responsible for: All Trade Services including: Market Entry, Training Division, Visa & Legalisation Division, Export Assistance and New Business Supports.

Main accountabilities of job:

- Lead and manage The Business Services Department in order to meet objectives
- Lead the development and implementation of IEA's Market Access proposition
- Lead the expansion and delivery of a range of new member services, both strategic and tactical including business supports and affiliate programmes.
- Lead the drive to integrate these new services with our existing trade services across Training, Consular, and Membership Assists into a cohesive offering.
- Lead the design and delivery of new business services,
- Establish and maintain relationships with key stakeholders
- Deliver key KPI's including revenue and member assistance targets attributable to the business

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Skills and Experience

As an ideal candidate, you should be a graduate with possibly a Post-Graduate business qualification. Your track record should demonstrate the ability to lead and manage teams in a systematic measured fashion, as well as being able to consistently deliver on own and team targets in an organised way. Strategic aptitude

coupled with the ability to deliver this in a measured way is highly required. A deep knowledge and understanding of the key issues relating to international trade as well as operational experience is very desirable though not a prerequisite. Ability to work with individuals across a range of levels and sectors and interacting with stakeholders at senior level. You should have a strong interest in Irish and world business, and be passionate about working in an organisation which is a key supporter and driver of Ireland's economic efforts.

Personality and Attributes

To be successful in the role, you will need to possess a high level of initiative, combined with a strong capability to seek out and deliver on commercial opportunities. Strong organisational capacity coupled with a keen aptitude to grow and develop self and others is required, alongside the ability to effectively deliver on targets while collaborating effectively as part of a knowledgeable team.

The role will require a flexible approach to working, and may require working outside normal working hours and some travel in Ireland.

This role is a full-time permanent position and is subject to a 6-month probationary period.

Salary

Will reflect the nature of the position and is dependent upon the experience of the successful candidate.

To apply

Please send cover note and CV to Simon McKeever, Chief Executive, Irish Exporters Association to be received no later than 12 noon Friday 26th April 2019 simonmckeever@irishexporters.ie. Only shortlisted candidates will be contacted.

The Irish Exporters Association is an equal opportunities employer