

Role Profile: Chair of West Ham United Supporters' Club

Position Summary:

The Chair of West Ham United Supporters' Club is the figurehead and primary leader responsible for upholding the clubs' mission, vision and values whilst ensuring effective governance and member satisfaction.

The Chair fosters a vibrant inclusive community and plays a strategic role in growing the clubs' reputation, financial stability, and operational effectiveness.

The position requires a visionary leader with excellent interpersonal skills, a commitment to the clubs' ethos and an ability to work collaboratively with the Committee and members.

Key Responsibilities

1. Leadership & Governance

- Serves as the chief ambassador for the club, promoting its mission, vision, and values.
Chair Committee meetings ensuring a clear agenda, robust discussions and effective decision making are actioned.
- Provide guidance and support to Committee members, fostering an environment of accountability, collaboration, and transparency.
- Oversee governance standards, ensuring compliance with regulatory, legal obligations and the constitution.

2. Strategic Planning

- Lead the development and implementation of the clubs' strategic plan in alignment with member interests.
- Set objectives for club growth, improvement, member engagement and the enhancement of the club's reputation.

- Facilitate long and short-term planning to address changing needs of the membership and adapt to evolving trends in club culture.

3. Member Relations and Engagement

- Act as the principal point of contact between the Committee and club members addressing concerns and gathering feedback
- Promote an inclusive and welcoming atmosphere that fosters strong connections among members ensuring their voice is heard and valued.
- Support events, activities and initiatives that enhance member satisfaction and engagement.

4. Financial Oversight

- Work with the Treasurer and Committee to set and oversee the club's financial policies and fundraising strategies.
- Ensure financial decisions are prudent, balancing club growth with fiscal responsibility.
- Ensure the club is financially sustainable with clear long time financial plans.
- Approve significant expenditures, contracts and investments as authorised by the Committee.

5. Staff and Operational Management

- Provide leadership to the clubs Committee, ensuring alignment with the clubs' objectives and values.
- Support the recruitment, development, and evaluation of Committee members.
- Ensure operational excellence, quality member services and efficient day to day club management.

Qualification and Skills

- **Leadership Experience:** Proven experience in a leadership role, ideally within a club, association, or membership-based organisation.
- **Strategic Vision:** Ability to develop and implement a strategic plan that meets the needs of a diverse membership.
- **Financial Acumen:** Strong understanding of fiscal management and budgeting, with experience overseeing fiscal responsibility.
- **Communication Skills:** Excellent interpersonal, negotiation and communication skills to effectively engage with members, Committee members and third parties.
- **Conflict Resolution:** Skilled in resolving conflicts and addressing concerns with a diplomatic and member faced approach.

Key Competencies

- **Integrity and Accountability:** Commitment to upholding the highest standards of ethics, transparency, and accountability.
- **Visionary Thinking:** Ability to foresee and guide the club towards future growth and relevance.
- **Community Building:** Dedicated to fostering a welcoming inclusive environment that promotes member engagement.
- **Flexibility and Adaptability:** Ability to adapt to the evolving needs of the club and the members it serves.

Time Commitment

The Chair role requires a flexible commitment of time, including attendance at regular Committee meetings, club events and other engagements, as necessary.

Last updated: 24/02/25