

Role Profile: Vice Chair of West Ham United Supporters' Club

Position Summary:

The Vice Chair of West Ham United Supporters' Club is a key leadership role supporting the Chair for upholding the clubs' mission, vision and values whilst ensuring effective governance and member satisfaction. Acting as a bridge between the Chair, Committee and Club Members.

The position requires a dynamic individual 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

- Assist the Chair in leading Committee meetings, ensuring effective discussions and decision making.
- Act as Chair in their absence, maintaining continuity of leadership and decision making.
- Support the governance standards of the club, ensuring policies and processes are followed in accordance with legal and regulatory obligations.
- Collaborate with the Chair to set agendas, prepare reports and communicate effectively with Committee members.

2. Strategic Planning

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

- Assist the Chair to 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 a 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 promoting a welcoming atmosphere.

4. Financial Oversight Support

- Work together with the Chair and Treasurer to review financial reports and budgets.
- Assist with ensuring that financial decisions are prudent, balancing club growth with fiscal responsibility.
- Assist with ensuring the club is financially sustainable with clear long time financial plans.
- Support significant expenditures, contracts and investments as authorised by the Committee.

5. Succession and Leadership Development

- Mentor Committee members and potential future leaders, encouraging skill development and engagement.
- Support the Chair in succession planning ensuring operational excellence, quality member services and efficient day to day club management.

Qualification and Skills

- **Leadership Experience:** Proven experience in a leadership or support 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 Knowledge:** Basic understanding of financial management and budgeting, with experience supporting fiscal responsibility.
- **Communication Skills:** Excellent interpersonal, negotiation and communication skills to effectively engage with members, Committee members and third parties.
- **Conflict Resolution:** Skilled in managing conflicts and fostering a harmonious club environment.

Key Competencies

- **Integrity and Accountability:** Commitment to upholding the highest standards of ethics, transparency, and accountability.
- **Team Collaboration:** Ability to work effectively as part of a team, supporting the Chair and working collaboratively with the Committee.
- **Community Orientation:** Dedicated to fostering a welcoming inclusive environment that promotes member engagement.
- **Adaptability and Support:** Flexible and willing to assist in various capacities especially in the absence of the Chair.

Time Commitment

The Vice 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