

JOB DESCRIPTION

POST:	Commercial Director, Isle of Man Ship Registry
GRADE:	Competitive contracted salary
DEPARTMENT:	Department for Enterprise
GROUP:	Isle of Man Ship Registry
LOCATION:	St Georges Court, Upper Church Street
RESPONSIBLE TO:	Director
RESPONSIBLE FOR:	Current and future Business Development Managers

Job Purpose

The Commercial Director takes lead responsibility for all aspects of the commercial operational management of the Isle of Man Ship Registry. They will also take an active role in the delivery of responsive, courteous and high quality services to the Ship Registry's clients and stakeholders.

The role includes overall responsibility for the achievement of commercial operational objectives and targets.

Only by striving for continual improvement and leading innovation in all that it does has the Ship Registry become one of the world's leading ship registers, internationally recognised and acclaimed. This post takes a lead role in managing the current and future commercial activities of the Isle of Man Ship Registry.

The role will be responsible for implementing strategies and plans that increase the registry's business activities; this will include increasing the gross registered tonnage and number of commercial ships on the register.

Fundamental to increased business activity, the role holder will be responsible for the development of sustainable commercial business networks.

In support of established and future business networks, the Commercial Director will take a lead role in managing key client relationships in multiple jurisdictions and will therefore be required to travel extensively.

In support of the Registry's marketing activities the post holder will be required to attend international maritime events and fora, to promote and market the Registry to existing and new business opportunities.

Main Duties and Key Accountabilities

1. Leadership and Strategic Direction

Responsible for the commercial operational management of the Isle of Man Ship Registry:

- a. **Strategic Leadership:** Develop and execute a robust commercial strategy to drive revenue growth and market expansion, ensuring alignment with the Ship Registry's vision and goals.
- b. **International Growth:** Identify and capitalize on new international market opportunities, establishing the Ship Registry as a global leader in the registration of ships and yachts and service delivery.
- c. **Sales and Business Development:** Oversee the global sales function, fostering relationships with key stakeholders, clients, and partners to secure positive growth.
- d. **Market Intelligence:** Stay ahead of industry trends, competitor activities, and regulatory changes to inform strategic decision-making and maintain a competitive edge.
- e. **Team Leadership:** Build, mentor, and lead a high-performing business development team, fostering a culture of excellence, innovation, and customer-centricity.
- f. **Partnerships and Alliances:** Forge strategic partnerships and alliances that enhance the Ship Registry's service offerings and market presence.
- g. **Financial Management:** Drive commercial performance, ensuring targets for revenue, profitability, and growth are met or exceeded.
- h. Ensures that the commercial activities and day-to-day operations follow policies and direction in line with the marketing strategy and plan as agreed with the Director.
- i. Is a key member of the Isle of Man Ship Registry management team and leads the commercial operations planning process, devising suitable performance measures for their role, Business Development Managers and the wider organisation.
- j. Co-ordinates and plans the activities of current and future Business Development Managers and produces reports on such to the Management Team.
- k. Co-ordinates the utilisation of the Ship Registry's new CRM system.

2. Representation

- a. You will be required to represent the Ship Registry, the Department, and the Isle of Man through effective personal conduct, communication and maintaining close working relationships and engagement with a wide range of external stakeholders including: ship owners, operators, managers, professional advisers, representatives from other jurisdictions, trade unions, pressure groups, the Chamber of Shipping and the media.

3. Promotion

- a. The promotion of the Ship Registry to an international market is a key requirement of the post. You must be seen as an ambassador to promote the Isle of Man and its highly successful register to new markets and clients as well as regular liaison and relationship building with existing clients.
- b. You will need to establish a professional profile on social media aligned to the reputation of the Isle of Man and its Ship Registry and provide insight and thought leadership comment as appropriate.
- c. You will attend international conferences and other meetings to represent the Isle of Man and its Ship Registry.

Performance Management and Improvement

The Commercial Director has a personal responsibility for performance management. The post holder will be expected to contribute to their annual performance development review and interim performance reviews.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Review Group of the Ship Registry.

Reporting Framework

The post holder reports to the Director of the Ship Registry, Department for Enterprise.

Integrity

As an appointee of the Ship Registry, Department for Enterprise, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each contracted employee has a personal responsibility to maintain the confidentiality of all Ship Registry business and to uphold such confidences.

Isle of Man Ship Registry**Person Specification****Post:** Commercial Director**Department:** Department for Enterprise, IOM Ship Registry**Job Summary:**

A highly motivated professional to manage the commercial operations of one of the world's leading Flag States. As Commercial Director, working closely with the Director in shaping the future of the organisation to ensure its continued success.

Requires a proven track record in maritime commercial operations, with the experience and energy to drive innovation in systems and change within a high performing team. As an ISO 9001:2008 accredited organisation, the creation of a consistent, pragmatic and supportive regulatory environment is as important as the delivery of responsive, courteous and high quality services to its global clients.

Deputising for the Director, the individual will require excellent interpersonal skills and the confidence and passion to represent the Isle of Man at international fora and in promotional events to ensure the Isle of Man's international reputation is upheld as a flag of choice.

	Essential or Desirable	Method of Assessment
Credibility		
Relevant professional qualifications in maritime, Law, Business or executive leadership and/or demonstrable experience in commercial operations and activities	E	CV/ Pre-employment check
Has an established maritime business network or is able to demonstrate connectivity within maritime across different sectors	E	CV/Interview
Proven track record in the design and implementation of organisation-wide changes to improve performance and streamline processes.	D	CV/Interview
Experience of managing budgets, financial reporting and analysis to improve organizational performance.	D	CV/Interview
Experienced in quality management , corporate governance, risk management and performance methods	E	CV/Interview
Experience in the development and implementation of marketing strategies and plans.	D	CV/Interview
Has open conversations	E	Interview

Addresses the issues	E	Interview
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Capability		
Ability to demonstrate a high level of knowledge of the work of a Maritime Administration and its part in the international maritime regulatory environment	E	CV/Interview
Ability to demonstrate effective and persuasive consultation with the maritime industry, and/or government departments and other maritime authorities.	D	CV/Interview
Able to convey complex content in a clear, concise and accurate way to an audience at all levels in an organisation.	E	CV/Interview
Able to demonstrate the ability to develop professional networks with C Suit executives in Maritime	D	CV/Interview
Demonstrable success in leading and motivating people to achieve and exceed strategic objectives	E	CV/Interview
Considerable interpersonal and presentational skills, the ability to communicate effectively at all levels (both orally and in writing), and strong negotiation and persuasion skills	E	CV/Interview
Future focused	E	Interview
Makes considered decisions	E	Interview
Encourages innovation and supports change	E	Interview
Character		
Charismatic and able to motivate others and show real passion for the organisation	E	Interview
Confident, resilient & assertive with excellent influencing, inter-personal and communication skills and with a high level of emotional intelligence	E	Interview
Self-motivated, reliable and committed to achieving targets	E	CV/Interview
High levels of personal integrity, honesty with a fundamental commitment to fairness, transparency and sensitivity in all dealings	E	Interview
Trusts and is trusted	E	Interview
Has positive energy and drive	E	Interview
Inspires, motivates and empowers	E	Interview
Other Requirements		
Isle of Man Worker	D	Application
Full and valid Driving Licence	D	CV