

Job Title: Chairperson

Responsible to: The elected directors of STAR

From: 16 June 2022

Main purpose of job: To be responsible for leading and managing the STAR Council; to be the guardian of members' interests, and to exercise STAR's responsibilities in respect of the employment of the Chief Executive.

Nature of job: The Chairperson's role is non-executive. The Chairperson needs to have an excellent working relationship with the Chief Executive who is responsible for the management of STAR. The Chairperson and the Chief Executive will agree and document a working relationship and will regularly review the operation of that relationship.

Main duties/tasks:

1. To ensure the proper and efficient conduct of Council and other meetings by:

- 1.1. ensuring that that there is an annual programme of Council meetings.
- 1.2. managing Council meetings and the business of the Council generally efficiently and impartially.
- 1.3. taking an active role in ensuring that Council agendas are meaningful and reflect the key responsibilities of the Council.
- 1.4. motivating the elected and co-opted members of the Council.
- 1.5. being the guardian of the interests of the members by ensuring that the association pursues its agreed objectives.
- 1.6. ensuring that Council decisions are made in the best, long-term interests of the charity and that the Council takes collective ownership of these decisions.
- 1.7. ensuring that decisions taken at meetings of the Council are implemented.
- 1.8. leading the Council in exercising its duties responsibilities for the proper governance of STAR.
- 1.9. presiding over the AGM, any general meetings and major social functions.
- 1.10. leading STAR's representation at meetings when required.
- 1.11. chairing Council and any other meetings effectively, seeking consensus, balancing the need for full debate on key questions with the expeditious despatch of business to reach clear and agreed decisions as swiftly as possible.
- 1.12. assisting the Nominations Committee in identifying their successor.





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2. To maintain the highest possible standards of governance by ensuring that:

- 2.1. the Council sets the mission, vision, strategy and high-level policies for STAR within the powers and restrictions in its Articles of Association, Code of Practice and any other governing instruments.
- 2.2. major risks to which STAR is exposed are reviewed regularly and systems are established to mitigate these risks without the Council becoming totally risk averse.
- 2.3. STAR's financial dealings are systematically accounted for.
- 2.4. the Council delegates sufficient authority to its committees, the chair, the Chief Executive and others to enable the business of STAR to be carried on effectively between meetings of the Council.
- 2.5. the Council has on it the skills it requires to govern STAR well and these skills are utilised, and that the Council has access to relevant external professional advice and expertise.
- 2.6. the Chief Executive and other STAR staff provide the Council with relevant, timely and accurate information to allow the Council to discharge its responsibilities. This should include alerting the Council to major risks, informing the Council of current and future key issues, including significant trends, and informing the Council about external changes which may impact on STAR.
- 2.7. all Council members are encouraged to participate and to feel free to challenge constructively both the chair and the Chief Executive.

3. To support the Chief Executive by:

- 3.1. being responsible for all aspects of the association's relationship with the Chief Executive, including terms and conditions of employment, and annual appraisal and salary review. In exercising this function, the Chairperson shall be bound by commitments made by their predecessors and shall, as far as possible, consult their predecessor, and, when known, successor. The Chairperson shall pass over all relevant papers to their successor.
- 3.2. dealing with any grievances against the Chief Executive in accordance with STAR's grievance procedure.
- 3.3. maintaining regular contact with the Chief Executive and other members of the Council.

4. To make certain that the Council works in partnership with staff by ensuring:

- 4.1. through the Chief Executive, that the staff understand the role of the Council and that the Chief Executive provides an effective link between the Council and staff.
- 4.2. that staff are aware of the Council's appreciation of their successes and hard work.
- 4.3. that, through the Chief Executive, a performance evaluation process is in place for everyone in the organisation and that STAR invests in the development of staff.





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Person Specification

1. Knowledge, Skills and Experience

Confident leadership skills and the ability to chair meetings are essential. It is expected that the successful candidate will have experience at a senior level, possibly in live entertainment or other service industries. Relevant experience in not for profit, charity, consumer protection and other sectors will also be considered.

Other qualities include:

- Excellent communication and interpersonal skills
- Impartiality, fairness and the ability to respect confidences
- Ability to be analytical and detailed when required
- Ability to ensure decisions are taken at meeting where required and to ensure these are implemented
- Consideration and diplomacy
- Experience of organisational and people management
- STAR is currently exploring equality, diversity and inclusion with its Council and staff and with a view to providing resources to members in the future. Experience in this area would be very welcome.

An understanding of ticketing operations would be beneficial but not essential, as would experience of customer services and/or dispute resolution or knowledge of consumer law. The Chairperson would be expected to familiarise themselves with all aspects of STAR's work.

At their discretion, the Chairperson should be willing to use their own connections where relevant and where this might help support the work of STAR.

Most matters are dealt with by email with the exception of Council meetings which take place in person every two months. The time commitment does not currently exceed two days a month.

Independence of the Chairperson is important and this role is not open to anyone currently working for a member of STAR or other ticketing business as an employee or contractor.



Application

Those interested in the role should use the online form to indicate their reasons for applying to be considered, as well as the strengths they might bring to their leadership of STAR and the STAR Council. This form can also be used to indicate if an informal conversation about the role with the Chief Executive would be helpful before applying.

<https://www.star.org.uk/star-chair-2022/>

Applications close at 23:59 on 25 March 2022.

Appointment

The Chairperson is elected by the membership on the recommendation of the Nominations Committee of the Council and serves for a three-year term. The Chairperson is eligible for reappointment, but not for more than a second consecutive period of office. Where a Chairperson has been appointed for two consecutive periods of office, the earliest that such Chairperson is eligible for reappointment is twelve months after their retirement from office. This appointment will begin at the STAR AGM on 16 June 2022.

Honorarium

This is a voluntary role with a small honorarium which will be agreed on appointment and reviewed by the Council at the end of each three-year term.

STAR strives to be a diverse and inclusive organisation and we encourage applications from suitable candidates irrespective of their gender, race, sexual orientation, religion, age, disability status or caring responsibilities.

