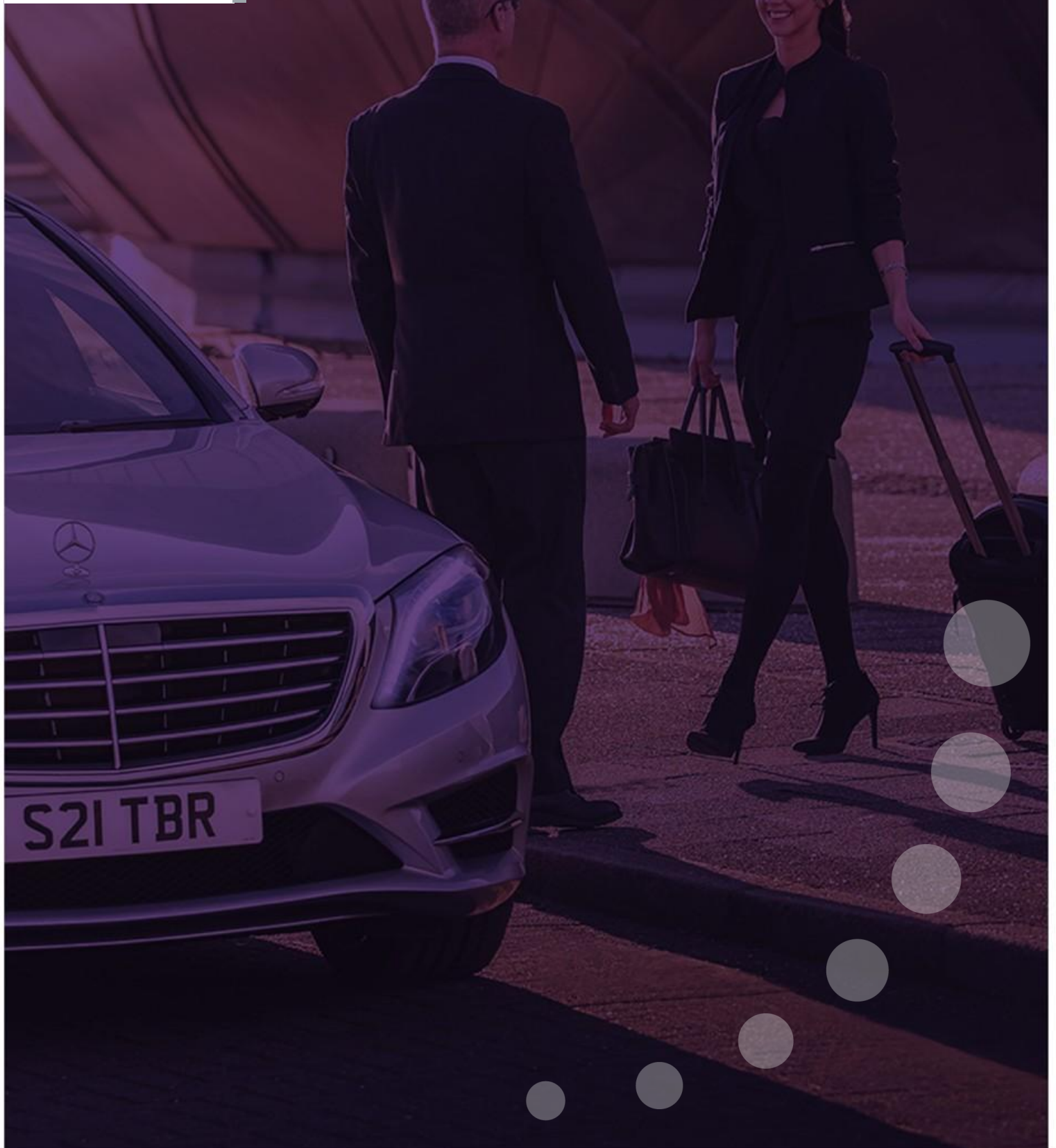




TBR GLOBAL CHAUFFEURING

Chief of Staff to Group CEO ROLE PROFILE





The Company	3
Background to the Role	4
The Role	5
Preferred Candidate Background.....	6
Remuneration & Recruitment Process	7





TBR Global Chauffeuring (TBR) is a leading provider of ground transportation management. Established in Glasgow in 1999, TBR has developed into a dominant force with offices on three continents, operating in over 3000 cities and employing over 100 people worldwide.

With an expected turnover of £50M in 2024, TBR has ambitious growth plans to reach over £100M in the next 5 years.

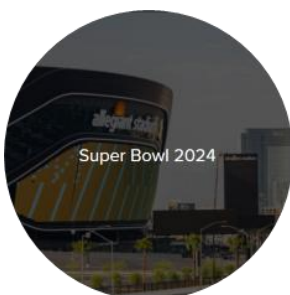
The key to the success of TBR is the delivery of global customer excellence. Our team maintains the highest possible standards, ensuring a client-focused approach within the global business travel industry.

TBR's primary aim is to provide peace of mind by anticipating our customers' needs and providing specialist solutions to any challenges. With an unrivalled devotion to customer excellence, an elite network of suppliers, and an obsession for quality, TBR ensures a premier corporate service anywhere in the world.

Utilising our bespoke software system, TBR can provide instant quotes for global corporate transfers and allocate a dedicated travel coordinator who will be on hand to assist with any queries or itinerary changes.

We manage our vehicle provision through a combination of our own premium fleet and access to a global network of TBR-approved affiliates, all of which adhere to our self-imposed high standards.

A snapshot of our recent global events, projects & clients:



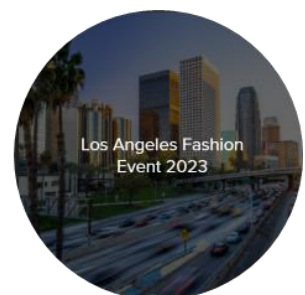
Super Bowl 2024



Formula 1 Miami Grand Prix 2023



Masters Tournament 2023



Los Angeles Fashion Event 2023

Values:

Obsessed With Quality: An obsession with quality underpins and dictates our actions, relentlessly delivering the very best service for our global customers.

Born To Innovate: This has been a core value from day one. We consistently seek new ways to deliver client-led solutions through our proprietary software suite.

Devoted to Customer Excellence: A devotion to customer excellence is what drives us forward, consistently anticipating client needs and exceeding expectations.

Growing Global Champions: We are dedicated to growing and developing a diverse team of global experts and creating an environment for our people to thrive both personally and professionally.

Background to the Role



Job Title:	Chief of Staff to the Group CEO
Reports to:	Group CEO
Location:	Glasgow (Head Office)

In this role you will work closely with the Group CEO to maximise productivity for the organisation in the most effective way. You will ensure business goals and objectives are managed efficiently and work with the leadership/management team to drive actions and results forward. This role encompasses a wide range of responsibilities, and requires significant flexibility, a nose for inconsistencies, the ability to go beyond the analysis of data to arrive at true business insight, and the presence to support multiple stakeholders in robust decision-making.

The ideal candidate will have knowledge in all business areas, such as sales, operations, finance, marketing and management information. They will be a competent leader able to provide guidance that enhances performance in a manner which incorporates the company's vision, purpose, values and behaviours.

You will have outstanding communication, thrive on change and have confidence to challenge.





An Overview of Responsibilities:

Reporting:

- Support Group CEO in their day to day role
- Develop reporting of weekly/monthly KPIs tailored to provide accurate analysis of business performance through insightful and action-orientated analysis
- Working with the business to develop data analysis into actionable activities designed to improve business performance
- Prepare reports for the Group CEO that focus on business performance and highlight challenges and opportunities
- Leading key meetings in the absence of the Group CEO
- Ensure key tasks, projects and actions from meetings are delivered on time
- Ensure functions/regions are working collaboratively to deliver on our enterprise goals
- Create presentations on behalf of the Group CEO
- Support the teams with education around reporting, upskilling them in understanding key business milestones and improvements
- Devise and deliver global people strategy
- Manage any complex people issues
- Financial management on behalf of Group CEO, including departmental budgets

Strategy Execution:

- Research industry and trends, identifying opportunities for TBR to achieve competitive advantage and be ahead of the market

Performance Management:

- Assess overall company performance against objectives
- Manage leadership objectives, preparing regular updates for the Group CEO
- Take the lead on company improvements projects
- Organise and coordinate operations in ways that ensure maximum productivity

Relationships:

- Promote an attitude of success, having a positive influence on all employees
- Represent the company in events, conferences etc.
- Build strong relationships with the senior leadership team



Credentials and Fit:

Professional Qualification (preferred):

- BSc/BA in Business Management or relevant field

Required Skills:

All of the below skills would be advantageous however as an organisation that prides itself on innovation, we would be keen to hear from any rising stars coming through a large consulting firm or someone who is working in a similar role already.

- Ability to present complex information in a simplified manner
- Excellent organisational and leadership skills
- Ability to manage a large and complex set of stakeholders
- Outstanding communication and interpersonal abilities
- Thorough understanding of diverse business processes and strategy development
- Excellent knowledge of MS Office, databases and information systems
- Understanding of the principles and functions of organisational structures
- Ability to work with personnel at all levels
- Relevant administrative experience
- Ability to deliver a high accuracy return on tasks completed and demonstrates strong analytical skills
- Ability to manage projects
- Good interpersonal and communication skills, with the ability to have difficult conversations when required
- A positive, 'can do' attitude
- Financially literate with the ability to analyse the data

In summary, you will fit right in if you:

- Have an inquisitive nature
- Love analysing data
- Passion for culture
- Look for the best in everyone
- Ambitious and keen
- Pro-active team member



- **Salary:** £DOE
- **Bonus:** Annual Discretionary Bonus
- **Pension:** 5% Matched
- **Holidays:** 32 Days
- **Work Pattern:** Hybrid (40 Hours)
- **Health:** Private Medical Insurance

The search and selection process of this assignment is being managed by advising consultant, Ali Shaw, Director at Livingston James, and supported by Harry Thomson, Research Consultant.



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All third-party applications, enquiries and direct approaches to TBR will be referred to Livingston James.

TBR is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.