

THE HEAD - FINANCE:

The Chapter Officer responsible for finance, maintaining and presenting all financial records required for Chapter operations in accordance with Chapter and bylaws.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Maintain and manage Accounts Receivable and Account Payables and all financial portfolios, including but not limited to the collection of Chapter dues from PMI, guest payments for Chapter meetings or special events and the payment of all Chapter bills in accordance with Chapter committee directives.
3. Establish and maintain all required Chapter bank accounts and/or similar financial transactions and arrange for three (3) Officer signatories with mandate; either the President/CEO with the Vice President - Operations or with the Head – Finance on all cheques.
4. Provide financial reporting regarding the state of finances and Chapter activity to the Executive (Operations team) level volunteer leaders on a monthly basis; And to the Board of Directors on quarterly basis and then, Membership on bi-annual basis respectively.
5. Develop an annual operating budget and financial statement to be included in the annual application for Charter renewal.
6. Ensure the Chapter has reviewed and reported required tax filings.
7. Recommend improvements in the financial processes to the Board.
8. Establish, maintain and ensure compliance with all financial operational processes to ensure continuity of Chapter operations and define, document and maintain Chapter policies including financial reserve policies, investment policies, and record retention and destruction policies established by the Board of Directors.
9. Manage and maintain the annual budget approved by the Board.
10. Contribute to financial planning/goal setting, investment opportunities, forecasting and budgeting for the Chapter, Branches, Clubs and Committees.
11. Distribute/communicate financial section of the annual report to Chapter membership.
12. Prepare the annual financial statements and reports and assist the Chapter Auditor with the relevant information for preparation of the Audited Financial Statements.
13. Provide timely information to independent auditors as required.
14. Keep an up to date inventory of all the goods and services of the Chapter.
15. Handle all PMI and government required payments.
16. Ensure maintenance and storage of all historic financial documents in accordance with Chapter Board policies regarding Record Retention and Destruction policies.
17. Establish financial metrics; ensure Chapter is maintaining requirements.
18. Serve as liaison with PMI Global on financial matters through the Chapter President/CEO.
19. Prepare financial guidelines and procedures for the Chapter.

20. Analyze cost impact and income benefit of all activities proposed by the Board of Directors.
21. Assist in review Chapter contracts, agreements etc. and provide expert advice where necessary.
22. Distribute information, materials and/or fees received from the PMI Global to appropriate officers in a timely manner.
23. Confirm and check bank accounts monthly.
24. Obtain and maintain an effective working operations team for the Finance Portfolio through the Head – Volunteering.
25. Develop and implement succession and transition plan.
26. Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Accounting Software/Tools (e.g. Quick Books, Excel)
- Knowledge of Financial Management
- Entrepreneurial Skills
- Analytical Thinking
- Knowledge of Generally Accepted Accounting Principles (GAAP)
- Documentation Skills/Financial Record Keeping

Leadership Skills:

- Decision Making
- Visionary
- Team Player
- Technical Tools Skills
- Time Management Skills
- Strategic Planning and Process Execution

THE HEAD - MEMBERSHIP:

The Chapter officer responsible for addressing the needs of Chapter Members, including membership recruitment, retention, and associated value delivery initiatives in accordance with Chapter policies and bylaws.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Develop and implement a Chapter Membership Plan;
 - Ensure continued growth through proactive recruiting, retention and member engagement, including the establishment of measurable goals and the monitoring of success metrics for appropriate action.
 - Develop and implement a Community Membership, Corporate Organizations Membership, Industry Sector Membership, Donor Agency Membership, Multi-Nationals Membership, Media Organizations Membership, etc. Plan including

commercial, not-for-profit and other Professional Associations Membership recruitment initiatives.

3. Customer Service;
 - Answer general member/non-member information inquiries and other requests for assistance with membership and its benefits.
 - Support and attend annual general meeting and all Chapter Branch, Club or Committee meetings as appropriate.
4. Primary user of the Chapter Reporting System (CRS) for analysis and reporting of membership data;
 - Maintain the membership records of the Chapter.
 - Provide communication list/member updates to Officers as requested.
 - Coordinate the production and distribution of timely membership reports, such as monthly membership reports by demographics (city, state, age, industry, etc.).
5. Market Research;
 - Review and analyse member satisfaction survey data and enhance membership benefits.
 - Develop and administer lapsed (non-renewal) member survey.
 - Analyse and integrate survey feedback for inclusion in strategic/operational planning.
6. Marketing and Member Engagement;
 - Develop and implement membership welcome and retention support plan including the promotion of PMI and Chapter membership value.
 - Communicate member value through various delivery methods in alignment with the Membership Benefits Package.
 - Utilize membership marketing materials available through the PMI Marketing Portal.
 - Develop and implement a rewards and recognition program plan to recognize member milestones (such as anniversaries, major achievements, higher appointment or awards).
7. Effectively Manage the PMI-GH Chapter Branch , Club and Committee Activities within the various Regional Capitals of Ghana:
 - Branches are founded under the PMI-GH Chapter Membership Division and accordingly report to the Vice President, Operations and the Head Membership.
8. Promote PMI activities at the Chapter, Branch Club and Committee level in accordance with the chapter policies and bylaws.
9. Develop and implement succession and transition plan.
10. Obtain and maintain an effective working operations team for the Membership Portfolio through the Head – Volunteering.

11. Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Data Analysis & Reporting
- Marketing Skills
- Proficiency in using Survey Tools/Market Research/Demographic Research
- Proficiency in using PMI Chapter Reporting System (CRS)

Leadership Skills:

- Persuasion/Motivation Skills
- Public Speaking/Presentation Skills
- Skilled in Strategic Planning and Process Execution

THE HEAD - VOLUNTEERING:

The Chapter officer responsible for addressing the needs of the Volunteers, including recruitment, retention, recognition, and leadership development training and support in accordance with Chapter policies and bylaws.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Develop internal tracking system to effectively track and manage volunteer operational activities. Provide performance feedback to volunteers.
3. Manage the recruitment and/or retention of all volunteers that may be required by the elected Chapter Leaders (Board of Directors) and also the Operations (Executive) team to enable them effectively perform their roles and responsibilities.
4. Manage the Volunteer Relationship Management System (VRMS) of the Chapter level.
5. Conduct general volunteer orientation for all volunteers and ensure proper on-Boarding for new volunteers including an overview of the volunteer structure, volunteer roles, responsibilities and deliverables, prior to assigning of any role.
6. Understand and leverage experience of volunteers and direct them to various initiatives in the Chapter.
7. Identify and develop innovative programs to attract, engage, involve, and retain volunteer members.
8. Oversee, administer and build awareness of the Chapter (and PMI's) volunteer policies, procedures and guidelines.
9. Develop volunteer management program to support high performance volunteers with rewards and recognition incentives to Board approval.
10. Assist in resolving Chapter conflicts in accordance with PMI Chapter Conflict Resolution Policies.
11. Oversee and manage the Chapter's volunteer programs and services.

12. Provide PMI volunteer awareness at the local and global levels.
13. Develop and implement succession and transition plan.
14. Obtain and maintain an effective working operations team for the Volunteering Portfolio.
15. Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Ability to use volunteer management software tools to match volunteers' skills with interests.
- Proficient in email communications (e.g. MS Outlook, Google Mail).
- Understanding of volunteer recruitment methods and tools (PMI's Volunteer Relationship Management System).
- Understanding of volunteer resource management.
- Understanding of volunteer recognition and appreciation programs.

Leadership Skills:

- Ability to Delegate Effectively
- Coaching and Mentoring
- Persuasion/Motivation Skills
- Team Building Skills
- Performance Assessment Skills
- Human Resources Development Skills

THE HEAD – OUTREACH PROGRAMS:

The Chapter officer responsible for Chapter-based Outreach and Public Relations Initiatives to increase awareness of both the Chapter and the PMI brand within Ghana. The Head - Outreach will develop and execute an integrated outreach and public relations program to support member acquisition, communications and other related activities in alignment with the Chapter's strategic objectives.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Develop and implement an integrated outreach and public relations program aligned with the Chapter's strategic objectives
3. Develop an overall strategy for academic and other sector institutions that support the objectives of the Chapter and PMI.
4. Develop metrics to measure success of the Chapter's outreach programs.
5. Develop strategies and programs to support the establishment of "partnerships" for mutual benefit with academic institutions that help promote the Chapter and the project management profession.

6. Monitor activities of outreach and public relations volunteers assigned to manage the program.
7. Create and execute annual outreach and public relations plan with detailed activity calendar including email, social media, advertising events, press releases, web updates, etc.
8. Secure PMI Ghana presence and membership on all public Board of Directors composition.
9. Secure Media presence on all major networks both local and international to champion Effective Project Management and related Value Delivery solutions.
10. Use best practices in outreach and public relations to promote the Chapter and its activities to members and the community at large
11. Collaborate with academic institutions, where appropriate, to publicize the Chapter and PMI
12. Gain access to PMI's Marketing Portal and use PMI-provided outreach/PR resources
13. Create and distribute public relations communications to local media outlets (e.g. press releases, local newspapers, radio stations and television) and manage local media inquiries
14. Develop and maintain the Chapter's social media strategy and social media policy.
15. Ensure compliance with PMI's Social Media Guidelines and brand standards for chapters.
16. Advise the Chapter regarding opportunities and threats in the online environment.
17. Stay abreast of social media trends and technology and advise the Chapter if and how to leverage them.
18. Work closely with volunteers responsible for the Chapter's online presence to present a cohesive digital identity in alignment with PMI's global brand standards.
19. Content creation as necessary, including posts, tweets, pins, pictures, infographics, videos, multimedia and website
20. Reach out to online communities to build Chapter brand awareness.
21. Curate content, finding and sharing information of interest to the Chapter's audience while respecting copyright laws
22. Advise on the best way to integrate social media in the Chapter's website, marketing campaigns and content publishing
23. Perform and uphold duties, as specified by the Chapter bylaws, board policies and procedures.
24. Work with the Head, Marketing and Sponsorship to ensure that Chapters' brand is understood and leveraged in its communication efforts.
25. Manage the webmaster to provide relevant website content, etc. into the website design and also ensure that the website content is up to date. And conforms to world class standards.
26. Balance the need for timely communication with the goal to keep communication concise, timely and appropriate. Manage the Chapter's approved communications budget, in cooperation with the Head Finance.
27. Develop and implement succession and transition plan.

28. Obtain and maintain an effective working operations team for the Outreach Portfolio through the Head – Volunteering.
Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Proficiency in Digital Marketing Tools, Including Email Marketing Platforms, Social Media Platforms, Web Content.
- Working Knowledge of Best Practices in Marketing
- Experience in Developing Communications Strategy and Supporting Communication Plans
- Knowledge of PMI Global and Chapter Brand Guidelines
- Strong Written Communication Skills
- Strong Knowledge of Common Communication Vehicles (i.e. Newsletters, Annual Plans, Email Communications, etc.)
- Online Community Moderation Ability
- Knowledge of University Academic Environment and Structure
- Understanding PMI Approach for Universities (including Accreditation Process)

Leadership Skills:

- Public Speaking/Presentation Skills
- Persuasion/Motivation Skills
- Skilled in Strategic Planning & Process Execution
- Decision Making
- Stakeholder Management
- Ability to Delegate Effectively
- Excellent Writing Skills
- Technical Tools Skills
- Team Building Skills

THE HEAD - MARKETING:

The Chapter officer responsible for Chapter-based Marketing to increase awareness of both the Chapter and the PMI brand within the business community. The Head - Marketing will develop and execute an integrated marketing to support event promotion and other related activities in alignment with the Chapter's strategic objectives. These activities shall be performed in accordance with Chapter bylaws and PMI policies, brand guidelines and global marketing strategy.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with the Chapter's annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Develop and implement an integrated marketing program aligned with the Chapter's strategic objectives

3. Liaise with Head - Events to create and execute annual marketing plan with detailed activity calendar including advertising of events etc.
4. Use best practices in marketing to promote the Chapter and its activities to members and the business community at large
5. Gain access to PMI's Marketing Portal and use PMI-provided marketing resources.
6. Work with local vendors to develop marketing materials in accordance with PMI brand guidelines if suitable materials are not available in the Marketing Portal
7. Plan and purchase print and digital advertising materials.
8. Monitor, optimize and analyse all marketing activities
9. Collaborate with local businesses to publicize the Chapter and PMI
10. Secure organizational marketing slots budget for the Chapter
11. Secure organizations partnership packages with Chapter events.
12. To provide marketing support to other Chapter officers as needed to adequately advertise and promote Chapter activities.
13. To advise the Head - Finance of all financial commitments associated with marketing activities prior to actual expenditure if possible.
14. Develop and implement succession and transition plan.
15. Obtain and maintain an effective working operations team for the Marketing Portfolio through the Head – Volunteering.
16. Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Knowledge of Fundraising Techniques
- Proficiency in Digital Marketing Tools, Including Email Marketing Platforms, Social Media Platforms, Web Content
- Management Systems, Research/Surveys
- Understanding of Marketing Strategy, Tactics, Planning and Delivery
- Working Knowledge of Best Practices in Marketing

Leadership Skills:

- Public Speaking/Presentation Skills
- Persuasion/Motivation Skills
- Skilled in Strategic Planning & Process Execution

THE HEAD - SPONSORSHIP:

The Chapter officer responsible for Chapter-based sponsorship initiatives to sustain the financial base of the Chapter in running its activities and also increase awareness of both the Chapter and the PMI brand within the business community. The Head - Sponsorship will develop and execute an integrated sponsorship program to support event promotion and other related activities in alignment with the Chapter's strategic objectives. These activities shall be performed in accordance with Chapter bylaws and PMI policies, brand guidelines and global sponsorship strategy.

Roles and responsibilities:

1. Ensure that all activities are aligned with the Chapter's annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Develop and implement an integrated sponsorship program aligned with the Chapter's strategic objectives
3. Initiate innovative sponsorship deals for specific programs and events either through bidding or auctions or limited selection models.
4. Liaise with the Head -Programs & Events to create and execute annual sponsorship plan with detailed activity calendar including advertising of events etc.
5. Use best practices in sponsorship drive to promote the Chapter and its activities to members and the business community at large
6. Gain access to PMI's Marketing Portal and use PMI-provided sponsorship resources.
7. Work with local vendors to develop sponsorship materials in accordance with PMI brand guidelines if suitable materials are not available in the Marketing Portal
8. Monitor, optimize and analyse all sponsorship activities
9. Monitor and coordinate branded presentations to external stakeholders and other business organizations interested in the activities of PMI.
10. Maintain relationships with existing sponsors for continued revenue generation to fund the Chapter's activities.
11. Coordinate and organize presentations to potential Chapter event sponsors.
12. Provide sponsorship support to other Chapter officers as needed to adequately promote Chapter activities.
13. Develop and implement aggressive sponsorships campaigns
14. Retain at least three (3) Corporate sponsorships each year
15. Advise the Head - Finance of all financial commitments associated with sponsorship activities prior to actual expenditure if possible.
16. Develop and implement succession and transition plan.
17. Obtain and maintain an effective working operations team for the Sponsorship Portfolio through the Head – Volunteering.
18. Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Knowledge of Fundraising Techniques
- Proficiency in Marketing Tools, Including Email Marketing Platforms, Social Media Platforms, Web Content
- Management Systems, Research/Surveys
- Understanding of Marketing Strategy, Tactics, Planning and Delivery
- Working Knowledge of Best Practices in Marketing

Leadership Skills:

- Public Speaking/Presentation Skills
- Persuasion/Motivation Skills
- Skilled in Strategic Planning & Process Execution

- Networking and Relationship Management skills

THE HEAD - PROFESSIONAL DEVELOPMENT:

The Chapter officer responsible for professional development, education and Chapter events in accordance with Chapter policies and bylaws.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with the Chapter's annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Responsible for the development of Chapter education activities to include:
 - Preparation and maintenance of PMI's certifications.
 - Develop and maintain relationships with local colleges and universities.
3. Responsible for establishing and managing Chapter professional development programs, live and online.
4. Maintain relationships with Registered Education Providers (R.E.P.s).
5. Define strategies for improvement in professional development/training programs.
6. Develop and implement a Chapter professional development plan, including a program roadmap for professional development content programs.
7. Develop customized training for members and organizations/industry specific such as telecommunications, banking, mining, construction, manufacturing, etc.
8. Develop plans for and coordinate the Chapter's external educational activities, such as study groups, seminars, workshops, courses, professional development days and other educational activities.
9. Manage Chapter-created credential examination review courses and other such courses.
10. Provide information to members and non-members on career development.
11. Provide information and guidance to members and non-members on certification/re-certification in the context of PMI.
12. Incorporate feedback, suggestions and recommendations as necessary to enhance effectiveness and value delivered to the audience and Chapter regarding the contents of programs.
13. Work with marketing to promote the education, certification, as well as training opportunities offered by the Chapter.
14. Recommend, develop and deliver project management education materials, courses, presentations and sessions including leadership development training programs.
15. Seek new project management professional development programs and services through networking with other educational organizations and PMI chapters.
16. Develop and implement a succession and transition plan.
17. Obtain and maintain an effective working operations team for the Professional Development Portfolio through the Head – Volunteering.
18. Perform other duties as may be assigned by the President/CEO.

Strategic and Business Management Skills:

- Ability to Develop and Manage Program and Event Schedules
- Content & Curriculum Development
- Knowledge of PMI Credentials and PDUs
- Program and Event Planning Skills

Leadership Skills:

- Ability to Delegate Effectively
- Coaching and Mentoring
- Public Speaking/Presentation Skills
- Team Building Skills

THE HEAD – PROGRAMS & EVENTS:

The Chapter Officer responsible for Chapter-based Events and Programs to support member acquisition, member retention and other related activities in alignment with the Chapter's strategic objectives.

Roles and responsibilities:

1. Ensure that all Chapter activities are aligned with the Chapter's annual and short-term strategic goals as per the Chapter's Balanced Score Card.
2. Liaise with the various Heads of Portfolios, collate their quarterly, and annual events/programs requirements.
3. Liaise with the Head – Marketing and Head - Sponsorship to create and execute annual marketing and sponsorship plans with detailed activity calendar including advertising of events etc.
4. Execute programs & events approved by the Board with not less than 90% success rating.
5. Responsible for the preparation, arrangement, sequencing and the optimal delivery of monthly Chapter Meetings.
6. Delivery of programs relating to project management. The content of these programs are to be consistent and in accordance with the objectives of the PMI Ghana Chapter and with approval of the Chapter Board of Directors.
7. Promote and advance the project management profession through the planning and coordination of special events, as identified by the Chapter Board, designed to enhance and expand the skills and knowledge of project managers.
8. Incorporate feedback, suggestions and recommendations as necessary to enhance effectiveness and value delivered to the audience and Chapter as they relate to the logistics of events/programs.
9. Oversee events, presentations and training programs.
10. Invite key influencers from industry to participate in Chapter events.
11. Establish committees, if necessary, and to direct activities to cover:
 - a) Speakers

- b) Site logistics
 - c) Audio-visual equipment,
 - d) Meeting rooms and meals.
 - e) Photography.
12. Advise the Head - Finance of all financial commitments associated with Chapter programs prior to actual expenditure, if possible.
 13. Prepare program and meeting notices for publication by the Secretary
 14. Develop and implement a succession and transition plan
 15. Obtain and maintain an effective working operations team for the Programs & Events Portfolio through the Head – Volunteering.
 16. Perform other duties as may be assigned by the President/CEO

Strategic and Business Management Skills:

- Knowledge of events management
- Ability to Develop and Manage Program and Event Schedules
- Program and Event Planning Skills
- Content Development
- Understanding of Marketing Strategy, Tactics, Planning and Delivery
- Working Knowledge of Best Practices in Events planning and management

Leadership Skills:

- Public Speaking/Presentation Skills
- Persuasion/Motivation Skills
- Skilled in Strategic Planning & Process Execution