



BID Operations Manager

Circa £38,000 plus incentives

After a year of research and consultation, Mansfield Town Centre businesses have just voted in favour of operating a 'Business Improvement District' across their town centre for the next five years. Visit our website for more information at **www.mansfieldbid.com**

The BID Company is now seeking an enthusiastic, experienced and capable individual to run this exciting new operation and supervise the delivery of a programme of enhanced services to bring about significant improvements to the trading environment of our town.

Your skills will lie in operational management with a proven track record of achievement across a multi-discipline organisation. Strong communications skills and a natural and positive manner with staff, businesses and customers alike are essential.

You can download a detailed Job Description and Person Specification from our BID website or for an informal discussion about the role, call Chris on 0793 201 3442.

Please send a CV and covering letter to: Mansfield BID Office, c/o Centre Management Suite, Four Seasons Shopping Centre, Mansfield, Notts NG18 1SU or e-mail to **enquiries@mansfieldbid.com**

Closing Date: 30th April 2010.

The Mansfield Town Centre BID Company Limited

BID Operations Manager

Draft Job Description **March 2010**

Job Title: BID Operations Manager

Job Summary: To co-ordinate and deliver the activities defined with the current BID Business Plan within the confines of the agreed BID boundary

Salary: Up to £38,000 per annum

Hours/weeks: 40 hours a week throughout the full trading year. However flexibility is essential as evening and occasionally weekend working will be necessary

Leave Entitlement: 28 days per year

Base location: The BID Office situated within the Four Seasons Shopping Centre

Line report to: The chairman of the Mansfield BID Board

Responsible to: The Business Improvement District Board

Responsible for: The post holder would be responsible for all line management issues relating to all staff employed by the organisation. This will include a part-time BID Local Co-ordinator and the on-street team of Rangers (via the BID crime co-ordinator).

Role function and scope:

To provide leadership and management for the Mansfield Business Improvement District (BID) as it seeks to enhance the economic, cultural and physical vitality of all the streets associated with Mansfield Town Centre.

To ensure implementation of the Mansfield Business Improvement District BID Business Plan for the next five years.

Key external contacts:

Mansfield District Council (MDC), including the following key departments:

- Planning & Regeneration
- Business Rates Section
- Neighbourhood Manager, Community Safety
- Licensing Section
- Town Centre Support

The Nottinghamshire Constabulary

- Mansfield Local Police Team

British BIDs

UK BIDs

Association of Town Centre Management (ATCM)

The British Retail Consortium (BRC)

Key internal contacts:

The General Manager, The Four Seasons shopping centre

The Manager, the Rosemary Centre

The Mansfield BID Board

Financial aspects:

(Overall budgetary responsibility & the amount allowed for personal authorisation.)

Equipment, cash, property etc. for which the employee is responsible).

Approximately £250K BID levy and approximately £100K voluntary contributions (in-kind and grant-aided direct funding)

Key areas for decision making: Day to day operation of the BID's activities and delivering the objectives of the BID Business Plan.

Other dimensions to the role:

The post holder will be based within the Mansfield BID area. The core working hours will be 0900-1730 hours Monday to Friday. However, due to the nature of this role, weekend/evening/early morning working will occasionally be necessary. No additional payment will be made for work performed outside these core working hours, except in exceptional circumstances.

Key accountabilities and activity strands:

BID Services

- To be the main point of contact for the Mansfield Business Improvement District
- To organise and service the BID Board meetings and to coordinate and manage its sub-groups
- To ensure that public service providers consistently meet or, wherever possible, exceed standards set out in the BID Baseline & Operational Agreements and that these continue to reflect the needs of service users
- To manage and monitor all external contractors engaged to provide specialist delivery of action and activities identified in the Business Plan that are outside the scope of existing public-sector service providers
- To prepare and implement strategic business plans, detailed operational and financial plans and action plans for achieving the BID's business objectives and to make regular progress reports to the Board.
This will include gaining support for and implementing a wide-ranging programme of business, environmental, safety, lighting and marketing projects for Mansfield town centre – ensuring that all defined BID projects and services are delivered to the highest possible standards at all times
-quality delivery and attention to detail are the Company's watchwords
- To monitor BID outputs performance indicators as defined in the Business Plan, reporting them to the BID Board on a routine basis
- To continuously review the five-year BID Business Plan in the light of new developments and opportunities and to submit updated budgets and plans quarterly to the Board for approval
- To work closely with the local business community (BID levy payers) to gain their support for BID projects

Resource Management

- To manage BID budgets, ensuring best value and reporting on a regular basis to the BID Board via the accountants appointed to support this function
- To commission and manage the work of contractors, consultants, experts and researchers to support BID objectives as directed by the BID Board, fostering team working and a positive, customer-focused culture
- To lead, motivate and develop BID employees and contractors, securing their active commitment and support for achieving the BID's vision and objectives, encouraging good health and safety practices
- To investigate and develop funding opportunities and other appropriate strategies to enhance the financial viability of the BID
- To assist in bringing about equality of opportunity in service delivery and employment

Business Development

- To develop effective links with all businesses and other stakeholder organisations within, or relating to the BID area

- To identify and exploit new development opportunities which may help to diversify the area and attract a wider audience
- To act as an advocate/champion for the Mansfield Business Improvement District raising the profile of the core streets with public, private and voluntary sectors

Partnership Working

To work in partnership with Local Authority representatives, local police services and other government agencies to secure their active commitment and support for achieving the BID's vision and objectives, encouraging good health and safety practices at all times by all personnel.

Marketing

To oversee the production of newsletters, media articles (electronic or otherwise), website editing and other measures to keep businesses informed of BID activities and developments in conjunction with the BID Board portfolio holder. This will also entail promoting both the BID and the town to existing and potential customers, staff, internal and external investors.

General accountabilities and responsibilities

Environmental sustainability:

The post holder will seek every opportunity to contribute to sustainable development of the BID area, in particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in the job.

Data Protection/Confidentiality

Compliance with the Data Protection Act 1998 - treating all information acquired through your employment, both formally and informally in strict confidence - will be necessary.

So too will compliance with the Company's Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the BID's databases and systems. A breach could result in disciplinary measures being taken.

You will maintain client records and archive systems to ensure all BID levy payers data is kept up to date and is available at all times.

Personal conduct and the supply of information

Compliance with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity will be sought. You have a duty to raise any impropriety or breach of procedure to an appropriate level of management. Employees making such disclosures are protected and may make them without fear of recrimination.

Safer Working :

This requires a commitment to safeguarding and promoting the welfare of all residents in particular children, young people and vulnerable adults whilst undertaking any activity or event in the BID area.

Equalities

Complying with the BIDs strong commitment to achieving equality of opportunity and outcomes in its activities and services to the BID area is essential. You are expected to understand, comply with and promote the BID's policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care

You will be expected to adopt the BID's policies in delivering and promoting high quality customer service-focused standards.

Health and Safety

You will be responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to your line manager.

Contribution as an effective and collaborative member of the team

You will be expected to take responsibility for your own self-development and participation in training and development activities as identified with periodic training needs assessments. We also expect you to support and contribute towards initiatives that generate value for money, overall efficiencies and improvements to ensure that our business leypayers receive added value for money for their contributions.

Flexibility

The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the BID Board, and are broadly within the role's grade, scale and general competence.

PERSON SPECIFICATION

JOB TITLE: BUSINESS IMPROVEMENT DISTRICT OPERATIONS MANAGER

Note to Applicants: In your application, you should provide evidence of meeting all points on the person specification, particularly those marked* as they are key criteria:

CRITERIA KNOWLEDGE AND SKILLS METHODS OF ASSESSMENT

Qualifications and Training

- Full/Chartered status in a relevant technical service
- Degree or formal qualification in relevant technical discipline*
- Evidence of formal management training*
- Competencies associated with NVQ Level 5*

Experience

- Experience at a senior management level*
- Successful management of a multi-functional service*
- Financial management, commercial awareness, business planning*
- Experience of working in Quality Assured environment
- Health & Safety awareness
- Extensive technical experience in a relevant discipline*
- Experience of working with partners*

Skills/ Abilities

- Excellent communication and presentation skills, and the ability to communicate in written and oral formats*
- Experience of working with Elected Members, preparing Committee Reports
- Experience in monitoring and controlling resources including finance management*
- Experience of working with community groups, business sector and the public*
- Ability to work with and harness the output from the team and other partners*
- Commitment to continuous improvement and staff development
- Breadth of career experience, and significant record of achievement, covering a range of activities and a number of different roles, including experience of working in a customer focussed environment*
- Project Management/co-ordination*

Commitment

- An understanding of and a personal commitment to the Vision and Values of Mansfield District Council
- An understanding of and a commitment to the principles Town Centre Management in general and the role of BIDs

Other

- Represent the BID at meetings etc out of normal office hours*
- Full Driving Licence
- Good understanding of finance systems
- Good understanding of Best Value
- Good understanding of reengineering/performance management practices
- Ability to develop and maintain good customer/partner relationships

Key to Assessment Methods: I - Interview P - Presentation A - Application E - Exercise T - Tests AC – Assessment

Person Specification, second sample:

Minimum Desirable:

- Previous multi-functional operational experience – a thorough understanding and working knowledge of town centre management is required.
- Demonstrable commitment to providing an exceptional customer service culture.
- Attention to detail and effective manager of budgets.
- Evidence of knowledge and experience of both public and private sector activities in town centres.
- Self-motivated and good communication skills (written and oral).
- Tact and diplomacy but with a can-do attitude.
- Energetic, enthusiastic and adaptable.
- An ability to prioritise and remain focused; to organize workloads of self and others with no daily supervision.
- Ability to build and maintain strong working relationships with a diverse set of partners.
- Ability to effectively present a business case to key stakeholders for recommending changes.
- Ability to quickly establish good working relationships at all levels.
- IT skills – ability to use and adapt a variety of IT/office based applications.
- An awareness and understanding of the key issues facing the town and towns and cities in general, i.e. town centre management.
- Knowledge and experience of the dynamics affecting the retail industry and other business sectors that have an interest in Mansfield town centre.
- An awareness of the dynamics of the tourism and leisure business sectors and how these interface with other town centre business sectors and the local community.