

## Business Improvement District (BID) Manager

### JOB DESCRIPTION

**Discover Twickenham BID is a collective of business owners who love Twickenham and want to work together to make Twickenham an even better place to live and work.**

The district is fortunate to have great people offering creative and quality commerce experiences so that residents, businesses, and visitors can enjoy supporting local.

Discover Twickenham BID was voted in following a ballot held in January 2019. The 2019-2024 business-led plan is set to deliver investments in services, projects, and initiatives, which will boost the town and support the 368 levy-paying businesses, over the next five years.

**Reporting to:** BID Board with a day-to-day link with the Chair of the Board.

#### **Main Purpose of the role:**

The main purpose of this role is to lead on and successfully execute the BID's plan and initiatives to 2024 and to showcase Twickenham as the epicentre of dynamic growth.

#### **Responsibilities:**

- Proactively seek opportunities to extend the scope of delivery; build positive external relationships with key stakeholders including levy payers and non-levy payers within the BID area, public authorities, Borough and County councils, and community and charity organisations.
- Manage the BID's operation to ensure effective and efficient delivery of the Organisation's objectives, as agreed by the Board.
- Ensure that the Chair is updated on all operational activities as and when required.
- Provide updates on all matters of consequence to the Chair (and to the Board where appropriate), organising and reporting to quarterly Board meetings
- Monitor and manage performance of the organisation against the overall BID plan
- Manage and/or oversee all projects delivered by the BID ensuring time and budget targets are met.
- Safeguard the financial position of the BID to ensure that performance is in-line with approved budgets and cash flow forecasts.
- Work with any third-party consultants to ensure appropriate messages about the BID's activities and achievements are delivered.
- Be the operational point of contact for relevant partners, and work to coordinate the aims of the Organisation with other appropriate initiatives.
- Promoting the work of the BID to levy payers and residents.

*Note: The above list is not in order of priority, and other tasks commensurate with the post may be required of the post-holder.*

**Person specification:**

Essential	Desirable
<ul style="list-style-type: none"> <li>● Strong project management experience</li> <li>● Evidence of commercial acumen and experience of small business management</li> <li>● Ability to work with minimum supervision under the leadership of a Board and in close cooperation with management consultants</li> <li>● Evidence of direct management of staff and/or contractors</li> <li>● Ability to manage complex relationships with partners</li> <li>● Proven experience in coordinating and managing medium to large scale events and marketing projects</li> <li>● Excellent communicator and confident with public relations</li> <li>● Proven negotiation skills at strategic and operational levels in both public and private sectors to achieve common goals</li> <li>● Ability to always work with professionalism and integrity.</li> <li>● Excellent communication skills with the ability to handle complex information</li> <li>● Flexible working with occasional out of hours work is required</li> </ul>	<ul style="list-style-type: none"> <li>● Knowledge of Twickenham and BIDs</li> <li>● Degree level education (or equivalent) or an appropriate professional qualification in a relevant discipline with commensurate experience.</li> <li>● Visual presentation skills</li> <li>● Knowledge of political and economic conditions of retail, leisure, and licensed businesses</li> <li>● Proficiency in using social media and managing website content</li> </ul>

**Personal characteristics:**

- Player Adaptability:** This role requires the ability to handle detailed information, balance multiple tasks and respond quickly to business situations and be able to work within a changing environment.
- Team Player:** Work cooperatively with others to set goals, resolve problems and make decisions that enhance the effectiveness of the business.
- Ethically focused:** The BID Manager needs to demonstrate the highest standards of behaviour at all times. This person will regularly be invited to attend social events representing the BID at evenings and weekends.
- Lead:** Positively influence others, demonstrate good listening skills, humility and the ability to accept social diversity.
- Decision making:** The BID Manager needs to support the business and staff by quickly assessing situations based on their importance, risks and urgency by making clear and timely decisions in the best interests of the organisation.
- Communication:** The BID Manager will need to be an excellent communicator and will be able to adopt their style to various stakeholders.