



JOB DESCRIPTION

Job Title	Operations Manager
Location	InSwindon BID Company
Responsible to	Chief Executive

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Key Objectives

- Deputise for the Chief Executive & Operations Director in their absence
- Oversee the operations and acting as line manager of the InSwindon team, setting objectives and ensuring they are delivered
- Design and implement InSwindon's marketing and promotions programme in conjunction the BID Marketing Team and with the company's marketing agencies
- Compile and deliver the InSwindon Business Plan in conjunction with the Chief Executive and Chairman and within the financial constraints required
- Tender, select and oversee the performance of InSwindon's service providers
- Liaise with stakeholders, the local authority, service providers, the media, the community at large, other BID companies and key groups to ensure that InSwindon is at all times presented in the best possible light and its aims communicated effectively

Main Duties and Responsibilities

- Deputise for the Chief Executive and Operations Director in their absence.
- Oversee all accounts administration, general administration, street operations and service provider management
- Prepare and deliver financial/operational reports as required
- Liaise with all stakeholders in the Swindon BID area and ensure their enquiries, suggestions and complaints are always handled courteously, promptly and effectively
- Assist the Chief Executive and Chairman in compiling the Business Plan and other key strategy initiatives as required
- Deliver all aspects of the Business Plan to budget and to the standard required within the timescales promised
- As their line manager, ensure that the InSwindon executive team is aware of their objectives and that they deliver these to the highest possible standards
- Liaise as necessary with Swindon Borough Council and Wiltshire Constabulary to ensure the best possible service delivery (in both directions)
- Liaise with the community at large to further the aims of InSwindon and deliver the highest possible standards to its visitors
- Obtain key measurement data to benchmark the performance of InSwindon in relation to other towns nationally and regionally
- Oversee the design and delivery of InSwindon's marketing and promotional activity, including media relations, ensuring the highest possible standards are achieved at all times
- Assist the Chief Executive in generating sponsorship revenue for the company
- Oversee the procurement process of all contractors and suppliers as and when required, ensuring all such contracts are managed to the standard required within the Service Level Agreements and contract Key Performance Indicators, reporting to the Chief Executive any failures to provide required standards of performance

- Oversee the management and operation of the SCRIP partnership to ensure the KPIs are achieved and revenue delivered
- Develop and manage effectively the CCTV initiative and any other security initiatives which are appropriate
- Ensure all operations are compliant with statutory regulations
- Constantly review costs and expenses relating to the company and track these against budgets, taking appropriate action to bring costs into line with budget. Report all potential overspends immediately they are known to the Chief Executive

Experience, Knowledge & Qualifications required for the position

- Tertiary qualification or equivalent, preferably related to marketing and/or management
- Good knowledge of local government affairs ideally
- Ideally good knowledge of BIDs
- Good administrative and IT skills (Word, Excel and PowerPoint)
- Good numeracy skills with at least 2 years experience setting and managing budgets
- Strong customer relations skills
- Management focus
- Achieve deadlines and work to budget
- Experience of managing contractors and suppliers
- Experience of managing a team of at least 5 staff (preferably a minimum 2 years)

Competencies and Attributes required for this position

- Strong organisational skills – ability to multi task and prioritise workload
- Fast and responsive – working to strict deadlines
- Proven communication and interpersonal skills to all levels and backgrounds/professions
- Ability to work on own initiative
- Team player – maintain close working relationships with all other employees of the company to assist in the facilitation of projects
- Ability to listen and a willingness to learn
- Ability to demonstrate utmost discretion when dealing with all sensitive and confidential information
- Results and achievement orientated to high standards