



CROYDON BID ADMINISTRATOR/ EVENT COORDINATOR

The BID Administrator and Events Coordinator will manage the BID office, provide administrative support to the BID Team, and coordinate town centre activities.

MAIN RESPONSIBILITIES

I. To be responsible for all office management activities

Tasks will include:

- dealing with post and emails;
- controlling the office budget;
- maintaining personnel and appraisal records;
- dealing with a wide range of human resource issues;
- organising the recruitment of new staff and devising and conducting induction programmes;
- dealing with complex queries and complaints
- monitoring and ordering stationery and office furniture;
- managing IT equipment;
- organising office maintenance and repair work;
- supervising the implementation of new office systems;
- reviewing and updating health and safety policies.

2. To provide administrative support to the BID Team

Tasks will include:

- maintaining company information and records;
- maintaining the BID contacts database;
- organising meetings and appointments;
- servicing BID board, subgroups and other meetings;
- taking minutes of meetings;
- writing letters, documents and reports;
- managing mail outs;
- logging and filing articles and press copy;
- maintaining the team diary;
- arranging travel and booking accommodation.

3. To assist the Operations Manager in managing “on-street” activities in the Town Centre, including street buskers, vendors, promoters, markets and charity workers

Tasks will include:

- providing administrative support to the Operations Manager;
- acting as a main contact point for businesses, performers, event organisers and statutory agencies;
- managing the booking system and maintaining documentation;
- coordinating “on-street” activities;
- facilitating the North End Advisory Group;
- keeping relevant parties informed of activities including police, council and other statutory agencies;
- liaising with relevant agencies on matters such as licensing, parking and health & safety;
- communicating with performers and event organisers via email, phone and by letter;
- carrying out risk assessments;
- coordinating promotion and marketing of activity;
- identifying activities which would enhance customer experience of the town centre.

4. To assist with BID events and activities

Tasks will include:

- assisting the BID team in planning and operating BID events;
- assisting with event publicity.

PERSON SPECIFICATION

- At least 18 months experience in a similar role;
- Experience of office management procedures;
- Experience of budget management;
- Experience of writing report documents and meeting papers;
- Experience of marketing and event management;
- Experience of working with the private and public sectors;
- Knowledge and understanding of issues local to Croydon town centre;
- Knowledge and understanding of BIDs;
- Excellent problem solving and analytical skills;
- Excellent organisational and planning skills;
- Excellent communication skills (both verbal and written);
- Strong IT skills in particular CRM systems, word processing, databases and spreadsheets;
- Ability to work independently or within a team.