



St Edmundsbury
BOROUGH COUNCIL

Our Ref: res0322
Direct Dial: Vikki Abbott – 01284 757005
e-mail: recruitment@stedsb.gov.uk

Date as Postmark

Dear Applicant

Haverhill Town Centre Manager
Closing date: 11th February 2008
Interviews to be held week commencing 25th February 2008

I attach a job pack for the above post as requested. Please complete all sections of the application form, which includes full employment history and dates and return to me by the closing date. Incomplete forms will not be accepted.

We are committed to safeguarding and promoting the welfare of vulnerable people, and to equal opportunities in employment. We expect all staff and volunteers to share this commitment.

If you have a disability or long term illness which makes it difficult for you to complete the application form or prevents you from meeting any of the essential selection criteria, please contact Human Resources on 01284 757007.

For further information about the duties of this post, please telephone:

Mike Dawson, Corporate Director Community
Direct Dial: 01284 757060

However, if you have not heard within 4 weeks of the closing date your application has been unsuccessful on this occasion. In the interests of economy we do not acknowledge receipt of applications unless accompanied by a stamped addressed envelope.

Thank you for your interest in employment with St. Edmundsbury.

Yours sincerely,

Louise Hammond MCIPD
Head of Human Resources
& Organisational Development

Louise Hammond MCIPD •
Head of Human Resources & Organisational Development
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Haverhill Town Centre Manager

JOB DESCRIPTION

Job Title Haverhill Town Centre Manager	Hours 28 hours over 4 to 5 days per week	Grade 8	Section & Location Haverhill
POSITION IN ORGANISATION Town Centre Manager for Haverhill for a three year contract - 28 hours per week flexible over 4 or 5 days. Based within the Economic Development Unit and reporting to the Corporate Director – Community.			
PURPOSE OF JOB (Why does job exist) To enhance, improve and promote the vitality and viability of Haverhill town centre as a place to shop, visit, work and live by working with the town centre businesses and organisations, the local community, the Borough Council, the Town Council, and the Chamber of Commerce & Industry.			
A KEY RESPONSIBILITIES AND ACTIVITIES <ol style="list-style-type: none">1. To develop and implement in conjunction with partners a town centre management strategy.2. To report directly to the Corporate Director for Community, and to arrange, attend and report regularly to meetings of the Haverhill Partnership, the Haverhill Area Working Party and any other Town Centre Management Forum.3. To build on existing initiatives and develop new ones which increase footfall, visitor numbers and visitor spend, vitality and interest in the town centre.4. To co-ordinate in conjunction with partners promotional events such as markets, fairs, Christmas celebrations, etc.5. To market the town centre and produce material promoting it.6. To monitor retail and commercial development proposals and ensure that a vibrant and well-balanced business mix exists in the town centre.7. To liaise with and promote good communication between town centre businesses and organisations, accommodation providers, the Borough Council, the Town Council, the Chamber of Commerce & Industry, local amenity bodies and town centre residents over all issues relating to the town centre.8. To respond to the concerns of town centre businesses, residents and visitors and resolve problems or report them to whoever can resolve them.9. To liaise with the Police and other agencies about the safety and security of the town centre.10. To liaise with the appropriate local authority over such issues as street cleansing, refuse disposal, car parking, markets and street trading.			

11. To manage and be responsible for any budgets allocated to the Town Centre Management function.
12. To identify and achieve new sources of funding to reduce the dependency on public sector funding and secure the future viability of the Group.
13. To attend and work with the Borough Council's Haverhill officer teams in respect of Town Centre Management and Haverhill Masterplan issues.
14. Any other duties as requested by the Corporate Director – Community or Economic Development Manager.

Note

To undertake the full responsibilities of this post and to ensure that the post holder is seen to be independent it is a requirement of the appointment that the post holder does not have any interest in an existing town centre business or is a member of either the Haverhill Town Council or St Edmundsbury Borough Council. Any other current or future conflict must be avoided.

Signed:

Corporate Director – Community

Date: January 2008

Signed:

Economic Development Manager

Date: January 2008

St Edmundsbury Borough Council

Competency Requirements for the position of Haverhill Town Centre Manager

Post No:

RES0322

	Essential	Desirable
Achieving Results	<p>Effective financial management</p> <p>Proven project and event management experience</p> <p>Demonstrate a working knowledge of the retail/business sector, and how business operate</p> <p>Able to give examples of the ability to motivate and persuade others</p> <p>Demonstrate a positive desire to achieve results</p>	<p>Experience of effective fund raising and marketing together with retail sector experience</p> <p>Demonstrate a working knowledge of the public sector and local authority decision making arrangements</p> <p>Experience of budget planning/reviewing</p>
Delivering excellent Customer Service	<p>Demonstrate experience in a customer focused and responsive environment</p> <p>Examples of engaging and consulting at a local level to improve service delivery and customer satisfaction</p>	
Health, Safety and Welfare	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance</p>	
Diversity and Equality	<p>Ability to understand the concept of diversity and equality in relation to service delivery including a personal commitment to these issues</p>	
Teamworking and delivering in partnership	<p>Able to give examples of the ability to develop and sustain effective team working, internal and external partnerships and networks</p> <p>Ability to demonstrate fairness and firmness</p>	
Improving own learning and development	<p>Good general level of education</p> <p>Good IT skills</p>	<p>Relevant professional qualification and management training</p> <p>Degree in a business related subject</p>
Communicating effectively	<p>High level of interpersonal and communication skills</p> <p>Ability to network at all levels</p>	
Leading, Managing and Developing others (if managerial position)		
Safeguarding Vulnerable People (Regulated Posts)		
Other		<p>Ability to drive or have access to transport</p>

Date: January 2008