



## **ACCESSIBILITY MANAGER**

### **OVERALL AIM**

The overall aim of the Accessibility Manager's role is to improve accessibility by promoting awareness of good transport access to the BID area and making the area easier to navigate

### **MAIN DUTIES & RESPONSIBILITIES**

- To be responsible for designing and delivering the Accessibility projects and services as outlined in company business plan including:
  - Overall management of Croydon Visitor Centre and staff
  - Working with Croydon Council and other agents to improve traffic and pedestrian Signage to and within the area
  - Production of Town Centre Map and other navigational tools
  - Developing an Early Warning System for Town Centre businesses
  - Reviewing and enhancing access to Croydon for people with disabilities/ mobility issues
  - Working with Car Park providers to develop a Car Park offer which is attractive to target audiences and incentivise shoppers
  - Consulting with public transport providers to ensure easy access to the Town Centre
  - Consulting with Council on development and infrastructure plans for the areas
- To implement, manage, monitor and review all Accessibility projects and services
- To develop an operational plan for each of the projects
- To monitor and review operational plans and implement alterations as needed
- To determine performance indicators for the Accessibility Programme
- To ensure regular and timely monitoring and reporting to the BID Manager on agreed Key Performance Indicators.
- To manage and maintain the budget allocated to the Accessibility Programme
- To ensure that all projects are delivered within the budget and timeframe

- To manage the tendering process in conjunction with the BID Manager
- To design and implement an appropriate level of service monitoring and reporting measures
  - To manage and review operational contracts and service level agreements
  - To ensure the Council and its contractors adhere to existing contracts and baseline agreements
- To liaise with the local authority, other service providers and the Business Community to ensure that services provided meet user needs
  - To build effective working relationships with all key stakeholders, partners and contractors associated with the operational side of the BID
  - To establish and manage a regular Accessibility Subgroup (or equivalent)
  - Represent BID at all relevant meetings
  - Act as a key point of contact for businesses and external agencies and provide an excellent standard of customer care
- To identify additional projects and funding opportunities that would contribute to the overall aim of the Accessibility Programme
  - To carry out regular (SWOT) analysis of the area and identify additional Accessibility Project opportunities to address any issues identified
  - To determine partnership and funding opportunities to deliver additional Accessibility projects
- To work in conjunction with the BID Manager to achieve frequent, timely and positive promotion for the Accessibility Programme
- To implement at least one master class/best practice seminar, for BID levy payers, per year, for this theme

#### **ADDITIONAL RESPONSIBILITIES**

- Demonstrate project management skills and company product knowledge
- Undertake a range of administrative tasks and to provide reports and analysis for the BID Manager
- Write and present update and recommendation papers to the BID and Croydon Business Boards
- Assist BID Manager in preparation for annual business plan and budget setting
- Assist BID Manager in preparation for annual report and accounts
- Demonstrably act as part of a team and assist in other areas as and when required
- Be willing, as required, to undertake additional responsibilities, either internally or externally to support the company objectives
- Be prepared to change role or undertake different responsibilities if circumstances change

## EXPERIENCE

- Experience in a similar role (essential)
- Experience of managing large scale projects and controlling budgets (essential)
- Experience of running a retail outlet (essential)
- Experience in Sales (essential)
- Experience in Business Development (essential)
- Experience of writing policy and strategy documents
- Experience of managing contracts/tendering etc
- Knowledge and understanding of issues local to Croydon town centre
- Knowledge and understanding of BIDs
- Experience of working with the private and public sectors
- Excellent problem solving and analytical skills
- Excellent organisational skills
- Excellent communication skills (both verbal and written)
- Ability to work independently or within a team
- Strong IT skills