



Ilford Town Centre Business Improvement District Ltd

Business Improvement District (BID) & Town Centre Manager

Job Description

June 2009

Job Description

Job Title:	BID & Town Centre Manager
Job Summary:	To co-ordinate and deliver the BID and Town Centre Management activities within Ilford Town Centre Business Improvement District
Salary:	Up to £45,000 per annum
Hours/weeks:	37.5hours / 52 weeks but a flexible approach is required to include evening and weekend work when required.
Leave Entitlement:	25 days per year
Base location:	BID Office, The Mall Ilford, Management Suite, High Road, Ilford located in the pedestrian precinct in the centre of Ilford.
Reports to: <i>Job title</i>	Ilford Town Centre Business Improvement District Board of Directors
Responsible for: <i>Job titles of direct reports</i>	The post holder would be responsible for all line management issues relating to the staff. (Not yet recruited but may include 1 or more Part time BID Administrative Assistants).
Role purpose and role dimensions: <i>Overview of the job</i>	To provide leadership and management for the Ilford Town Centre Business Improvement District (BID), to enhance the economic, cultural and physical vitality of the area. To ensure implementation of the Ilford Town Centre Business Improvement District BID Business Plan.
Key external contacts: <i>Organisations</i>	London Borough of Redbridge (LBR) <ul style="list-style-type: none"> • Planning & Regeneration, Town Centres • Payments & Benefits, Business Rates Section • Neighbourhood Manager, Community Safety • Licensing Section • Enforcement Section • Cleansing Section Metropolitan Police Service (MPS) <ul style="list-style-type: none"> • ITC Police Team British BIDs UK BIDs Association of Town Centre Managers (ATCM) British Retail Consortium (BRC)
Key internal contacts: <i>Job titles or groups of staff</i>	General Manager, The Mall Ilford BID Board of Directors
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Approximately £307k BID Levy Approximately £100k voluntary contributions (In-kind & direct funding)
Key areas for decision making:	Day to day operation of the town's activities and delivering the objectives of the BID Business Plan.
Other considerations: <i>E.g. working patterns</i>	The post holder will be based within the BID area in Ilford Town Centre. The core working hours will be 0900-1730 hours Monday to Friday. However, due to the nature of the area that this role supports, weekend/evening/early morning working will be required infrequently. No additional payment will be made for work performed outside the core working hours.

Key accountabilities and result areas:	Key elements:
BID Services	<ul style="list-style-type: none"> • To act as a single point of contact for Ilford Town Centre Business Improvement District • To organise and service the BID Board monthly meetings and to co-ordinate and manage its sub-groups. • To ensure that public service providers consistently meet or, wherever possible, exceed standards set out in the BID Baseline & Operational Agreements and that these continue to reflect the needs of service users. • To prepare and implement strategic business plans, detailed operational and financial plans and action plans for achieving the BID's business objectives and to make regular progress reports to the Board. <i>This will include gaining support for and implementing a wide-ranging programme of business, environmental, safety, lighting and marketing projects for the BID area – ensuring that all BID projects and services are delivered to the highest possible standards at all times.</i> • To monitor BID outputs and to develop and report challenging performance indicators reporting to the BID Board on a monthly basis. • To continuously review the five-year Ilford Town Centre BID Business Plan in the light of new developments and opportunities and to submit updated budgets and plans quarterly to the Board for approval. • To work closely with the local business community (BID Levy Payers) to gain support for BID projects.
Resource Management	<ul style="list-style-type: none"> • To manage BID budgets, ensuring best value and reporting on a regular basis to the Finance Director and BID Board. • To commission and manage the work of contractors, consultants, experts and researchers to support BID objectives as directed by the BID Board, fostering team working and a positive, customer-focused culture. • To lead, motivate and develop BID employees and contractors, securing their active commitment and support for achieving the BID's vision and objectives, encouraging good health and safety practices. • To investigate and develop funding opportunities and other appropriate strategies to enhance the financial viability of the BID. • To assist in bringing about equality of opportunity in service delivery and employment.
Business Development	<ul style="list-style-type: none"> • To develop effective links with all businesses and other stakeholder organisations within, or relating to the BID area. • To identify and exploit new development opportunities which may help to diversify the area and attract a wider audience. • To act as an advocate/champion for Ilford Town Centre Business Improvement District raising the profile of Ilford Town Centre and town centre management concepts with public, private and voluntary sectors.
Partnership Working	<ul style="list-style-type: none"> • To work in partnership with Local Authority representatives, Metropolitan Police Services and other government agencies securing their active commitment and support for achieving the BID's vision and objectives, encouraging good health and safety practices at all times.
Marketing	<ul style="list-style-type: none"> • To oversee the production of newsletters, media articles (electronic or otherwise), website editing and other measures to keep businesses informed of BID activities and developments in conjunction with the BID Board portfolio holder.

General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of Ilford Town Centre BID area. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally in strict confidence. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the BID’s databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems ensuring all BID Levy Payers data is kept up to date and is available at all times.
Conduct and Whistle blowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of all residents in particular children, young people and vulnerable adults whilst undertaking any activity or event in the BID area.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the BIDs strong commitment to achieving equality of opportunity and outcomes in its activities and services to the BID area. You are expected to understand, comply with and promote the BID’s policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the BID’s policies in delivering and promoting high quality customer service-focused standards.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Supporting and contributing to value for money, efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the BID Board, and are broadly within the grading level and competence.