



JOB DESCRIPTION

RETAIL BID OPERATIONS AND CONTRACTS MANAGER

JOB SUMMARY

To provide the day to day management of the newly formed Nottingham Retail BID Company, oversee the successful implementation of the five year business plan, play an active and participative role with key partners + stakeholders and line manage a small staff team.

PRINCIPAL ROLES + RESPONSIBILITIES

- To develop and deliver specific projects aimed to meet the objectives and performance criteria defined in the BID Business Plan
- To develop and deliver specific strategies - including marketing, communications and business development - to enable the smooth delivery of the Business Plan and BID objectives
- To organise and service the BID Board meetings and Working Groups and to follow up decisions/actions as appropriate
- To monitor compliance with Service Level Agreements and the Operating Agreement between the Retail BID Company and Nottingham City Council
- To commission and manage contractors, consultants and other service providers in connection with the BIDs own and related partnership activities
- To oversee the administration of all BID activities and service providers ensuring all contracts and services are provided to the BID as required by Service Level Agreements (SLA's) and meet agreed performance targets.
- To be the main point of contact for the Nottingham Retail BID and to raise the profile of the BID and its composite business base through active liaison

- To set up and maintain accurate records and to commission/produce evidence based research to enable the Board and Working Groups to make effective decisions
- To performance manage staff employed by or contracted by the Company to agreed terms
- To work closely with the BID levy payers to gain their support and active involvement in the BID projects and raise levels of understanding and appreciation of the BID throughout the five year-term

PERFORMANCE AND ACCOUNTABILITY

- Effective delivery of the objectives of the BID Business Plan and Project Action Plans
- Servicing the Board and its designated Working Parties and regular attendance at Board and other meetings
- Agree targets and provide regular monitoring reports in connection with business activities and staff performance
- Manage project budgets and all related financial information to enable regular and accurate reporting to the BID Board and Working Parties.

RELATIONSHIP BUILDING

- To develop effective links with levy paying and other private stakeholder businesses relating to the Retail BID, including the following :
 - We Are Nottingham Leisure (Leisure BID)
 - Shopping Centre Management
 - Friends of the BID
- To act as a champion for the BID and the retail sector of Nottingham, raising the profile of the BID and of retail/retailing in Nottingham
- To develop key relationships, work in partnership and monitor SLA's with Local Authority and other public services/agencies to secure their active commitment and support to the BIDs activities including the following :
 - Nottingham City Council
 - Nottinghamshire Constabulary
 - Nottingham Crime and Drugs Partnership (CDP)
 - Nottingham Businesses Against Crime (NBAC)

KEY COMPETENCIES

The candidate will be required to demonstrate the following :

- Excellent interpersonal skills, with a high degree of self motivation and ability to inspire others and lead by example
- Proven organisational and co-ordination skills, with proven track record of managing a variable and demanding workload.
- Effective communicator - experience of handling press and media - and proven diplomacy and negotiating skills.
- Understanding of the economic drivers of the retail business sector and recognition of developments likely to drive business performance
- Demonstrate creativity and flexibility to bring together a variety of diverse organisations involved in the BID and its activities sustained throughout the term of the BID
- Ability to deliver key services and manage contractors/suppliers with integrity
- A sound knowledge and understanding of the retail sector and or regional city centre operating environment
- A proven track record in either marketing and/or contracts management related field of work
- Previous experience of BID's or similar not for profit Company engaged in similar related work would be an advantage

GENERAL

Salary : £30 - 35K pa
Contracted Hours : 37 - 40 hours/week - core business hours with occasional weekend/evening working
Responsible to : Chairman and BID Board
Location : Nottingham City Centre - Retail BID Office
Leave Entitlement : 20 days/pa
Duration of Contract : Up to 5 years - subject to annual review