



Waterloo Quarter Business Alliance Limited

JOB DESCRIPTION – DIRECTOR OF OPERATIONS

Director of Operations

Reporting to the Board of Directors and the Chairman of the Board (voluntary members)

Salary range: £37,000 to £40,000

Hours: Full time

Location: office-based in the Waterloo area

Duration: three-year contract

Overview

Waterloo Quarter Business Alliance (WQBA) became a legal Business Improvement District (BID) on 1 April 2006, covering over 200 businesses in that part of Waterloo to the south and east of the mainline station.

This role requires the Director of Operations to be responsible for:

- the running of WQBA, its staff and programmes; and
- maintaining WQBA relationship with BID levy-paying businesses, statutory providers, funding bodies and other external bodies.

The Director of Operations will drive, manage and ensure the delivery of various BID initiatives under the direction of the Chairman and Board of Directors. This will involve a wide range of responsibilities detailed in the BID business plan, in order to realize the company's objectives.

Job Requirements

The ideal candidate would have Town Centre Management and/or BIDs knowledge/experience. This is a great opportunity for an experienced person, with both commercial and public sector experience, to set up and take full managerial responsibility for this exciting new venture.

Experience in the start-up of an operation would be a distinct advantage, or frontline responsibility of managing an organisation with a strong customer service focus. Extensive dealings with public sector and commercial organizations, together with political awareness would be useful. In addition, we would expect considerable work history, which could be verified.

As Director of Operations, the successful candidate will be a charismatic self-starter and a communicator with a real passion for making things happen, winning friends and influencing people. This post will require the ability to work closely with stakeholders at

all levels within LB Lambeth, the police, and local businesses in order to deliver the challenging mandate. Liaison and lobbying will be required with local authority. Assessment of WQBA performance will be compared with other BIDs in order to assure the Board that quality standards are being met; this will be the responsibility of the Director of Operations.

The successful candidate will:

- be dynamic, intelligent, enthusiastic, industrious, self-motivated and disciplined, with the capability to develop an analytical approach to situations as well as creative thought
- have experience in managing people effectively and in getting the very best out of a small team through support and training where necessary
- have a good knowledge of current employment practices and excellent project management skills, such as recruitment, appraisal and reviews, staff benefits, etc.
- have excellent writing skills, both for external representations and also for clear and effective briefings to the Board and the Chairman; and
- have a good awareness of equality and diversity issues, both in dealings with levy-paying businesses and within WQBA.
- A good understanding of marketing and promotional issues would be an advantage.

To apply, please send a full CV with details of three referees and a covering letter, marked "WQBA – Personal & Confidential" to:

Philip O'Halloran
Morley College
61 Westminster Bridge Road
London
SE1 7HT

Closing date for applications: Noon on Friday, 30 June 2006 (extended from original date).