

February 2022

Re: Town Centre Manager vacancy – Henley Town Council

Thank you for your interest in the Town Centre Manager position at Henley-on-Thames Town Council.

Attached are further details about the post, including a job description and person specification.

If you would like to apply, please submit your CV and a covering letter. The covering letter should state why you are interested in the post, and should address how you feel you meet **each aspect** of the person specification criteria.

The closing date for applications is **Friday 25th March 2022 at 1pm.**

It is anticipated that interviews will be held the week beginning 4th April 2022.

For more information, please contact the Town Clerk, Sheridan Jacklin-Edward, on 07595 608577 or email clerk@henleytowncouncil.gov.uk.

We look forward to receiving your application.

Yours sincerely,



Sheridan Jacklin-Edward CertHE FdA BA(Hons) MA PSLCC
Town Clerk

TOWN CENTRE MANAGER

Position: Town Centre Manager	Salary: £37,568 to £40,578 + generous pension
Line manager: Town Clerk	Hours: Full-time (37 hours per week)
Line manages: Markets & Events Manager Mayor's PA / Office Manager	Contract type: Permanent
<p>About the Council</p> <p>The Town Council represents the thriving and picturesque Henley-on-Thames, bordered by both the Chilterns and the River Thames. Henley is renowned for its beautiful market town facilities, its sporting achievements, and an ever-growing programme of cultural and recreational events.</p> <p>The Town Council is the first tier of local government, with 16 councillors and a staff of c.30. We are one of the busiest town councils in the country, providing a wide range of quality services including parks, recreation grounds, open spaces, sports and arts facilities, allotments, cemetery, moorings, car parks, a visitor information service, and community buildings. We also have an extensive property portfolio and significant financial investments.</p> <p>We are a very ambitious town council, dedicated not only to fulfilling our statutory functions, but leading on a wide range of projects and services to benefit the community. Amongst our current projects, the Council is reviewing its Neighbourhood Plan; developing a transport strategy, including a new bus service and measures to improve parking and traffic in the town centre; working on a project to create a new sports pavilion, pitches, parks depot, and more affordable housing for the town; tackling the climate emergency; and supporting businesses and tourism as they recover from the COVID-19 crisis.</p>	
<p>Purpose of the role</p> <p>This is an exciting opportunity for a community-focussed individual experienced in economic development, events, and town centre management to join our team and help us support and develop our vibrant community. The successful candidate will be responsible for driving the economic heart of Henley, ensuring it remains a secure, dynamic and vibrant market town, serving the needs of businesses, residents, and visitors alike.</p>	

This includes overseeing economic development and markets; the visitor economy; the town's bus service; community safety; civic ceremonies; and community events and projects.

Projects include organizing the Christmas Festival and other high-profile town-wide events; coordinating the annual *Henley in Bloom* project; improving bus service passenger figures; supporting businesses as we recover from the pandemic; making the town centre more attractive; and driving more visitors to the town.

The successful candidate will also manage, and be assisted by, the Markets and Events Manager and Mayor's PA / Office Manager.

Duties and responsibilities

1. To facilitate meetings of Council committees and sub-committees, including setting agendas, and producing reports.
2. To manage the Town & Community team, including the Markets & Events Manager and Mayor's PA.
3. To work in collaboration with local tourist attractions and twinning associations to promote and improve Henley as a visitor destination, including having editorial control of the Visit Henley website.
4. To oversee the running of the regular charter market, and other Council-facilitated markets.
5. To manage the programme of Council-run events, including overseeing civic ceremonies, and working in partnership with other organisers to ensure a comprehensive programme of year-round activities to create greater community cohesion and town centre vibrancy.
6. To take the lead on managing the visual attraction, amenity, and cleanliness of the town centre, including liaising with other stakeholders to manage projects on street cleaning; street furniture; bunting, lights, hanging baskets, planters and Christmas trees; litter bin and other waste collection; signage; and on-street advertising.
7. To engage with local businesses, retailers, and service providers to improve the vibrancy of the town centre; support existing businesses; and attract more commerce and footfall.
8. To manage the running and economic viability of the Council-run bus service.
9. To work in partnership with the Police and other local authorities and agencies to assist them in improving community safety, and reducing antisocial behaviour, crime, and the fear of crime.

10. To work in partnership with all key event partners to facilitate the smooth running of external events for visitors, residents, and businesses.
11. To work in partnership with South Oxfordshire District Council to improve their amenities and services, including economic development, street cleaning, environmental health, car parking provision, and public conveniences.
12. To lead on projects to improve and promote Henley's attractiveness, including *Henley in Bloom*.
13. To work in partnership with Oxfordshire County Council to improve the public highway and on-street parking provision, especially in the town centre.
14. To manage and report on all budgets falling under the Town & Community team.
15. To carry out other such duties as the Council may require from time to time.

Person Specification

Essential

1. A proven successful track record in delivering community services and / or economic development initiatives
2. Experience in successfully managing events with a keen eye for detail
3. Impeccable IT skills, including experience of website management
4. Self-motivated and able to work under own initiative
5. Experience of successful project management and delivery
6. Excellent organizational skills
7. Awareness of the role of the Town Council in local government
8. Excellent oral and written communication skills
9. Ability to present sound, well-presented advice to a variety of audiences
10. Flexibility in order to attend occasional evening meetings
11. The ability to operate with impartiality in a political environment
12. Educated to graduate level or above

Desirable

13. Membership of the ATCM or similar professional body
14. Experience of line managing / supervising staff
15. Experience working with different tiers of local government or the third sector
16. Experience in running markets
17. Experience of coordinating meetings and preparing agendas and reports

Further details

The hours of work are 37 per week, normally during office hours, although with occasional evening and weekend commitments.

The Town Council is an equal opportunities employer and committed to good staff welfare. This includes flexible working arrangements and the option to work remotely, duties permitting.

The Town Council also offers a very generous pension scheme.

The position is based at the Town Hall in the centre of Henley, close to all local amenities.

For more information, please contact the Town Clerk, Sheridan Jacklin-Edward, on 07595 608577 or email clerk@henleytowncouncil.gov.uk.

For more information about the Town Council visit www.henleytowncouncil.gov.uk