

## Operations Executive – Job Description



**Job title:** Operations Executive  
**Responsible to:** Director of Operations  
**Contract:** Permanent

### Company overview

Croydon Town Centre Business Improvement District (BID) is a ground-breaking private sector led initiative. Working with over 500 member businesses across the retail, commercial, leisure, hospitality and public sectors, we were set up to help make a real difference to the town centre, by introducing initiatives and much-needed services that would not otherwise exist.

Our vision is for Croydon to become one of the most sustainable, welcoming, vibrant and culturally diverse locations in south London in which to do business, work, live and visit.

Croydon BID covers an area of approximately 1,500 businesses; of which c.550 contribute financially through an annual levy of 1% creating an annual budget of £1 million for Croydon Town Centre BID. The financial contribution is used to support key projects to improve Croydon Town Centre with a focus on five key priorities: Resolve (Putting safety first), Refresh (Freshening up our streets), Revitalise (Boosting our town's appeal), Represent (Championing your interests) and Thrive (broadening our horizons).

Croydon BID operates under a five-year term upon which it will seek a majority 'yes' vote from its membership as part of a renewal ballot.

### Role Overview

The Operations Executive will support the Director of Operations in delivering against operational services and initiatives designed to meet the needs of our business members, supporting an ever-changing environment across Croydon town centre.

The Operations Executive, working with partners, stakeholders and the Croydon BID executive team, will offer day-to-day support on improving the overall safety of our town centre through many of our services and initiatives, including the Croydon Business Crime Reduction Partnership and Radio Link.

The Operations Executive will act as a conduit between Croydon BID and our on-street teams including the ranger and cleansing teams. The Operations Executive will provide strong project management, supporting the delivery of our services while ensuring visible improvements are delivered on time and on budget as per the strategy created by the Director of Operations.

As we look to deliver a range of festivals and Events across the town centre, the Operations Executive will be expected to work alongside the Director of Operations to ensure our festivals and events programme is delivered assisting in the logistical delivery of each event on time.

### Main Duties

#### **Operations - Safety and security**

- Oversee the day-to-day management of the Croydon Business Crime Reduction Partnership (CBCP), supported by the Director of Operations
- Implement the Croydon Business Crime Reduction delivery plan, successfully overseeing the operational budget and providing regular governance reports to the Director of Operations
- Review membership of the Croydon Business Crime Reduction Partnership regularly, increasing engagement and levels of business reporting, relating to crime and ASB.

- Identify and target new businesses to join the Croydon Business Crime Reduction Partnership (free).
- Regularly monitor and evaluate the Croydon Business Crime Reduction Partnership, providing performance updates to the Director of Operations
- Regularly update the Croydon Business Crime Reduction Partnership intranet site with content including news, industry advice and best practice designed to keep the Croydon Business Crime Reduction Partnership members informed and engaged
- Regularly engage with Croydon BID members, acting as the first point of contact for all businesses on all matters referring to the Croydon BID Radio Link
- Engage with businesses to increase the number of Croydon BID Radio Link users, whilst supporting existing members.
- Support the delivery and distribution of up-to-date communications to our businesses on all matters concerning crime including sector specific forums and events.
- Develop positive relationships with external partners including the local authority and the MET Police as supported by the Director of Operations and represent Croydon BID where appropriate and as requested
- Work in partnership with our street teams including our Ranger and Cleansing teams to ensure the effective delivery of our business plan and programme of activity
- Support the Director of Operations in delivering, monitoring and evaluating the effectiveness of crime reduction in the town centre

### **Homelessness**

- Support the Director of Operations in assessing the level of homelessness within Croydon town centre on a regular basis
- Working alongside the Director of Operations, provide support for the creation and development of options to increase funding to support our street population while supporting the reduction of street begging
- Support the Director of Operations in the successful co-ordination of street population activities, working with partners such as the MET Police, Croydon Council and Crisis

### **Operations – Place**

- Working with the Director of Operations, identify cleansing priorities for the town centre on a regular basis, linking directly with our town centre teams
- Working with the Director of Operations, identify maintenance operations for the town centre, linking directly with our town centre teams and partner agencies where required
- Supported by the Director of Operations, prepare weekly working schedules for our town centre teams, outlining key areas of work for completion
- Provide weekly performance updates to the Director of Operations on cleansing deliverables
- Act as the main point of contact for all external contractors when delivering improvement works and projects within the town centre
- Working with the Director of Operations, provide support where required to help improve the look and feel of vacant units
- Working with our town centre teams, complete a monthly audit of vacant units within the town centre
- Provide support to the Business Engagement & Place Manager on the delivery of the greening agenda across the town centre

### **Operations – festivals and events**

- Work collaboratively and collectively with the Director of Operations to research, develop and create an annual events programme that delivers added value for our business community
- Working with the Director of Operations, support our event programme with planning and put in place logistical arrangements to ensure successful delivery of our activities
- Act as the main point of contact on the delivery of all events and activities as directed by the Director of Operations

- Oversee the organisation of all street markets in Croydon town centre
- Support the Director of Operations in the collation of all health, safety, and risk assessments with respect to all festivals and events at Croydon BID
- Support in the production of monitoring and subsequent evaluation of festivals and events delivered by Croydon BID
- Where required, to represent Croydon BID externally on aspects of event planning for those occurring within the town centre

### **Other**

- Work collaboratively with the Director of Operations on delivering the Christmas Lights scheme across the town centre, acting as the primary contact for installation and removal
- Provide support to the Director of Operations where required on other special projects

### **Person Specification**

#### **Essential**

- At least one year experience of working in a project management or operational role
- Knowledge and understanding of the issues local to Croydon Town Centre
- Experience of working in partnership with multiple stakeholders, including those from the private and public sectors
- Experience of managing and implementing small to large scale projects
- Proven project management skills
- Strong people skills
- Excellent communication skills
- Excellent team player
- Ability to work independently and as a self-starter
- Excellent organisations skills
- IT skills (Microsoft Office)

#### **Desirable skills and experience**

- Experience of writing reports and proposals
- Experience of producing meeting papers
- General marketing and communications experience

### **Equal Opportunities**

Croydon Town Centre BID Ltd is an equal opportunities employer and has a positive approach to diversity. We encourage applications from all sectors of the community and selection is on merit alone.

Visit [www.croydonbid.com](http://www.croydonbid.com) and [www.checkoutcroydon.com](http://www.checkoutcroydon.com) for more information.