

Love Bedford is recruiting ...

BedfordBID is seeking a talented individual who has a passion for our town and commitment to offer gold star standard of customer service to all its users and partners. The successful candidate will be responsible for co-ordinating the BedfordBID Retail RadioLink & Exclusion scheme and will have experience in the delivery of outstanding customer service roles to enable the promotion and development of given BID initiatives and projects within a place making environment.

Proficient with smart phones and general IT technology with an NVQ minimum or other recognised qualification in a customer service related environment and SIA qualified and up to date licence desirable. Deployed throughout the day seven days a week on a five day rota basis including an evening and weekends.

Salary range starting at £18,768.75 up to £22,000 subject to experience. Shifts will be allocated on a roster, 5 days in 7 to include weekends and some evenings, full time.

Fixed term contract subject to renewal at the beginning of each five year term of the BedfordBID. BID4 ballot renewal if successful April 2020.

THE ROLE

An ambassadorial role to improve the overall town centre visitor experience, sustain regular communication with businesses all over the BID area and undertake regular visits to businesses in the BID zone. Reports to Office Manager.

Purpose

To enhance the commercial viability and profile of the BID zone.

Responsibilities. You will be tasked to:

- a) Provide a dependable, welcoming and knowledgeable information service to guide and assist visitors in the BedfordBID area, providing help and advice to enable them to gain the maximum benefit and enjoyment from their visit including excellent knowledge of the town, local events, businesses and shops in the BID area whilst providing a reassuring presence to improve community safety, deter antisocial behaviour, foster civic pride and improve the street environment.
- b) Act as the primary link between BedfordBID and businesses ensuring all businesses are fully aware and able to participate in the BedfordBID projects plus the schemes and many promotional events and activities carried out by BedfordBID.
- c) Develop and maintain good communication and relationships with levy payers to ensure levy payers are participating in all BID services and projects and build support amongst levy payers for new projects and campaigns.
- d) Carry out effective and prompt distribution of information to levy payers on all aspects of the BID's activities and campaigns using mobile devices and collect data to service an up to date database.
- e) Work and interact with not just members of the public and retailers but businesses, emergency services, council officials, special event promoters and street cleansing & highways engineers. The first point of call for deterring antisocial behaviour and dealing with first aid treatments acting as the 'eyes and ears' of the BedfordBID business

community supporting the day-to-day operational needs of local businesses ensuring that cleanliness and safety issues are rapidly addressed to maintain the town's appearance and appeal.

- f) Help to deliver public events in the town centre and build community spirit through public events
- g) Reunite lost children with their parents or guardians

A specific responsibility is for the explicit co-ordination of the Retail RadioLink & Exclusion scheme to meet the accreditation standard of the Safer Business Award and successful new introduction of the Purple Flag status.

The Data Protection Act demands that personal data is lawfully processed which requires a dedicated resource to be the co-ordinator as the main point of contact for levy payers on retail crime and anti-social behaviour issues within the BID area. You will manage the operation of the Retail RadioLink and Exclusion Order schemes, such as loaning of radios to businesses, radio protocols, audits, booklets, photos and chairing the quarterly RRL and steering group meetings. Measurement will be in accordance with the terms of the British Crime Reduction Partnership National Standards including recruitment and maintenance of members on the scheme and reduction in retail crime. Gaining Purple Flag status and the Safer Business Award accreditation is also required which will involve working with partners including Bedfordshire Police and CCTV to combat anti-social behaviour and crime in town.

KEY TASKS

- Communicate relevant information to members, police and other agencies
- Produce regular newsletters, briefings and information for members
- Develop good working relationships with members and expand the partnership
- Develop good working relationships with police and other statutory agencies
- Manage the exclusion notice scheme
- Manage the retail radio link scheme
- Ensure that members conform to partnership Codes of Practice and Protocols
- To grow the partnership and expand its membership
- Identify funding streams
- Carry out other duties as agreed with the Director of Operations

BID CHAMPION**REPORTS TO: - Office Manager****Personal specification**

Specification	Essential	Desirable	Assessment Method (Application / Interview)
Customer-centric Qualifications and Training		X	A/I
Demonstrable skills, experience and working knowledge of first aid.		X	A/I
SIA qualified and up to date licence		X	A/I
Good general education with GCSE at Grade C or above, or equivalent, in English and Mathematics.	X		A/I
Proficient with smart phones/and general IT with Intermediate IT skills on MS Office Suite	X		A/I
Proven experience of managing a service initiative, either in the private or public sector		X	A/I
Strong team ethos with an ability to resolve conflicts	X		A/I
Flexible approach to prioritisation of workloads	X		A/I
Proven ability to work proactively and flexibly as an individual contributor or part of a team, with a changing workload and provide cover for colleagues	X		A/I
Excellent communication skills, face to face, written and verbal with members of the public	X		A/I
Good communication skills, with the ability to relate effectively with a wide range of businesses	X		A/I
Experience and skilled with a good business focus and the ability to build effective business partnerships with stakeholders.	X		A/I
Excellent time management skills , with the ability to handle multiple tasks at the same time	X		A/I
Self-motivated and able to use initiative	X		A/I
Track record of working effectively with statutory authorities, such as the Police		X	A/I
Proficient conflict management skills, analytical and problem-solving	X		A/I