

Job Description – Hemel Hempstead BID Manager

Job Title	BID Manager
Department	Savills Management Resources (“SMR”)
Site	Hemel Hempstead
Reports To	BID Board, BID Client Relationship Manager
Responsible For	BID Staff, Consultants and Contractors
Working Hours	40 hours per week
Salary	£35,000 – 40,000 based on knowledge and experience.

This document sets out the primary duties and responsibilities of the above position. The duties and responsibilities described below are not intended to be exhaustive.

Purpose of the Role

The BID Manager is the public face of Hemel Hempstead BID and it is essential that they establish and maintain a high profile with levy payers, businesses and stakeholders at all times. They must facilitate the delivery of over £750,000 of funding to the area throughout the BID term, funded and led by businesses and managed by a dedicated BID Manager, based in the Marlowes, with success measured against a series of KPIs both annually and across the term of the BID

Key Responsibilities

Leadership

1. Lead Hemel Hempstead BID ensuring that businesses see real value for money as part of the BID.
2. Ensure project delivery working in conjunction with the Board to ensure projects meet the needs of BID businesses in line with the established business plan.
3. Proactively represent the BID at external stakeholder events to enhance the aims and the profile of the BID.
4. Devise and implement initiatives and projects to leverage additional funds and maximize the impact and investment in Hemel Hempstead BID.
5. Work alongside and in cooperation with the Company’s management consultants.
6. Ensure that the Chair and Board Directors are briefed on operational activities, including opportunities and threats where necessary.
7. Arrange, attend and contribute to Board/Director meetings where necessary.

Human Resources Planning and Management

8. Oversee a positive, healthy and safe working environment in accordance with all appropriate legislation and regulations.
9. Accountability for all budgets. Responsible for advising the BID Board in setting the BID annual budget, expenditure and deliverables.
10. To manage, monitor and safeguard the financial position of the BID and to ensure that performance is in line with approved budgets and cashflow.

Marketing and Events

11. The BID manager will be responsible for organising and managing a variety of events aimed at raising the profile and customer experience in accordance with the annual work programme.
12. The BID manager will work with the management company to develop and deliver a social media strategy aimed at both customer interest and awareness and the preparedness of town centre businesses to be more digitally active.

Key Relationships

The BID Manager will be expected to form positive working relationships with all organisations and individuals that can assist the BID achieve its business aims including:

- BID businesses
- BID Board members
- Press and Media
- Dacorum Borough Council
- Police
- LEP
- Property owners and agents

The BID Manager will also be required to support the BID team to manage key supplier relationships.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation.

Skills, Knowledge and Experience

Candidates will be required to demonstrate the following:

Essential

1. Relevant experience at required level.
2. A good working knowledge of the factors that affect the economic vibrancy of a Town Centre
3. A demonstrable track record of project delivery.
4. Experience working with membership organisations at a senior level such as the IOD, FSB, Chambers of Commerce, or from other industry or sector-based networks.
5. Experience of working with a range of stakeholders and partners from across the public and private sectors.
6. Ability to work with minimum supervision.
7. Ability to manage complex relationships with partners.
8. Strong and visionary leadership skills with the ability to delegate responsibility and empower a team to manage their own work.
9. Strong PR and presentation skills including experience of public speaking and dealing with local and national media.
10. Experience of setting and overseeing budgets, excellent financial planning skills and attention to detail.
11. IT Literate.
12. Database management skills.

Desirable

13. Professional qualification in the management of BIDs, town centres or town planning advantageous.
14. Degree or equivalent qualification, though priority will be given to relevant experience
15. Knowledge of Hemel Hempstead and its business environment.
16. Knowledge and experience of supplier/contract management.
17. Strong personal skills and a passionate approach to delivery and results.
18. Excellent communication, influencing, negotiating and networking skills.
19. Ability to build consensus, work with public and private stakeholders and develop partnerships.
20. Strong commercial awareness.
21. Ability to generate income and raise funding.
22. Very strong leadership skills.
23. Competence in the use of a range of business IT applications and social media.
24. Openness to new ways of working and the willingness to embrace them.
25. Ability to work flexibly to respond to the needs of multiple complex projects.
26. Resilience and tenacity required to drive significant change.
27. Ability to solve problems creatively.
28. Innovative and able to adopt creative approaches to obstacles and challenges.
29. Ability to deliver agreed plans to very high standards, on time and on budget.

The candidate attributes detailed above are considered to be non-essential although training will be provided on more technical aspects of the role.

Employee Signature:

Date:

Employee Name: