

JOB DESCRIPTIONS AND PERSONAL SPECIFICATION

Job Title: BID AMBASSADOR

Hours: Part-time (20 hours), fixed term to 31 March 2022 dependent on performance

Roster: Monday to Saturday: flexi-time working, may include evenings, weekend and bank holidays

Location: Chichester BID Area (Chichester City Centre)

Purpose of Job

- Support the Member Services Manager in the quality delivery of BID member services at street level by collecting feedback and suggestions from the levy payer community
- Record and maintain incident-reporting: produce reliable evidence-based data that will highlight any difficulties with BID service delivery
- Liaise with all BID levy payers in the Chichester City Centre BID area, providing guidance, assistance and information, with a warm welcome to the City for new businesses

Parameters of Role

- Key Team Member working with the statutory services (local government and ChiBAC) responsible for any issues confronting our businesses, with a view to resolving such concerns as illegal parking, market operator difficulties, illegal street trading and anti-social behaviour
- Front-line first response BID Team member acting as the eyes and ears of the BID, to resolve, record or send on all issues reported by the levy payers in the City Centre, such as criminal activity, seeking to defuse situations and deliver on-the-spot resolution where possible
- Provide reliable evidence-based data to assist the Member Services Manager and the Team Administrator in the maintenance of good relations with professional public and private partners who have an impact on BID service delivery; to influence BID policy in these areas

Principal Responsibilities

1. To engage with both retail and commercial community to:
 - a. Discover their needs and relay them to the BID team for appropriate action if possible.
 - b. Encourage them to take part in business enhancing projects with a view to further increase business for both themselves and the BID community
 - c. Support them with any issues that they may have or direct them to the appropriate assistance if it's not within the BIDs remit.
 - d. Relay to BID levy payers any information and also (where possible) monitor/manage any changes which may have an effect on their business i.e. car parking, incoming markets, shop vacancies, roadworks, buskers, pedlars and the homeless.
 - e. Appraisal of as much relevant information as possible to help the levy payers i.e. keep them updated on retail changes, attend relevant council officer meetings and be aware of the activities of the key players within the BID area.
2. To be the BID's liaison person with Noggin and Springboard, to advise on the best use of the data collected and how it is to be disseminated.

JOB DESCRIPTIONS AND PERSONAL SPECIFICATION

3. To manage and maintain the company's CRM and conduct surveys and information gathering of members via the Company tablet.
4. To represent the BID at the CDC Parking Forum
5. Create and distribute the Business Welcome Pack and encourage further levy payer recruitment
6. Above all to be a friendly face and a support at all times: our businesses are the customer and they value a friend
7. Report monthly on all activities to Board; plus attendance at all relevant meetings
8. Reports to Member Services Manager
9. Carry out any other reasonable duties as required

EXPERIENCE AND PERSONAL PROFILE

Essential -

- Commercial and/or Retail business experience and computer literate

Desirable -

- Data management experience

Personal Attributes -

- Able to plan own workload and balance competing priorities
- Confident, excellent communicator, able to build strong working relationships
- Enthusiastic and conscientious, happy to "go the extra mile"
- Welcoming, helpful and polite, not easily intimidated
- Resourceful and proactive
- Reliable, honest