

Job Title	Cheltenham BID Renewal Co-ordinator
Organisation	Cheltenham BID Ltd
Reporting to	BID Operations Manager
Hours	Part-time hours to be agreed, Monday to Sunday (Min 25 hours)
Term	Fixed term to 31 st July 2021
Salary scale	£18,000 p.a.pro-rata
Location	Cheltenham town centre with possibility of other locations if needed to achieve BID business objectives

Summary:

As Renewal Co-ordinator you will be responsible for liaising directly with businesses, providing them with information about the BID's activity over the past four and half years and the positive impact that has had on the town centre.

The renewal of the BID is dependant on a majority 'Yes' vote so it will be crucial that information gathered during conversations with businesses is fully and accurately recorded and analysed.

Communications with businesses will chiefly be via email and telephone so excellent communication skills are essential. There will also be some printed materials which the Renewal Co-ordinator and the wider team will be required to deliver to business premises so it is essential that the successful candidate is fit and enjoys being outdoors.

This role is critical for a successful outcome of BID renewal. On a positive outcome in July 2021, there may be the opportunity to extend this role in a wider ambassador context.

Key Duties and Responsibilities:

- Build positive relationships with existing and potentially new BID businesses and their staff and provide useful information to them about BID matters.
- Collect information from businesses to support BID project delivery
- Contacting businesses to ensure they have received and are responding to surveys.
- Providing them with information about the BID's past activities and future plans.
- Deal helpfully and knowledgeably with queries from businesses, frequently reminding them of the benefits they have enjoyed as part of the BID.
- Record all queries and outcomes accurately using Excel and the BID's bespoke CRM system and be able to effectively analyse data and report succinctly both in written format and verbally
- Relay information gathered to the rest of the team.

Person Specification

1. Qualifications, Knowledge and Experience

- Good general standard of education
- Experience of providing face-to-face customer service and a commitment to delivering a consistently high standard of service to build positive relationships with BID businesses
- Good knowledge of Cheltenham town centre, the businesses in it and their location

2. Skills and Abilities

- A can-do attitude with enthusiasm for Cheltenham and the ability to apply critical thinking and common sense to situations which arise
- Excellent communication skills to deal with one-off enquiries and complaints and resolve any conflicts appropriately in a measured and friendly manner
- Good at keeping clear, concise and accurate records of enquiries, complaints, activities and other detailed information
- Good at building positive working relationships
- Well organised, punctual and reliable
- Well-presented and prepared to wear full uniform at ALL times when on duty
- Able to remain calm and polite in all circumstances
- Able to work on their own and as part of a team
- Excellent problem solving, listening and analytical skills
- Physically fit and able to work outside in all weather conditions and be mobile over considerable distances
- Flexible about working hours and tasks undertaken
- Excellent computer/IT skills