

Job Title	Administrative Assistant
Organisation	Cheltenham BID Ltd
Reporting to	BID Chief Executive and Operations Manager
Term	Fixed term until March 2026
Hours	21 hours per week, flexible
Salary scale	£18,000 - £20,000 pro rata per annum dependant on experience and qualifications
Location	BID Offices - Cheltenham Town Centre and any other locations as required to deliver the BID's commitments.

Summary:

The BID's Administrative Assistant will be required to assist the BID Chief Executive and Operations Manager with day-to-day administrative tasks. They will be responsible for maintaining records and the BID's bespoke Customer Relationship Management database (MySolomon), responding to general telephone and email enquiries, maintaining and replenishing stocks of consumable goods and engaging businesses with BID activities.

Job Specification:

Key Duties and Responsibilities:

- Deal with general telephone and email enquiries relating to live BID projects such as The Cheltenham Gift Card and discounted travel schemes.
- Deal with general post, telephone and email enquiries ensuring a timely and appropriate response from the relevant member of the team.
- Assist with the delivery and distribution of marketing material on behalf of the BID and BID businesses by allocating the task to ambassadors through MySolomon.
- Support the BID Chief Executive and Operations Manager in the set-up and delivery of BID events.
- Update and maintain MySolomon.
- Process and dispatch orders for the Cheltenham Gift Card.
- Run monthly reports on the Cheltenham Gift Card activity and monitor the account balance.
- Submit monthly reports on the health of the three town centre defibrillators managed by the BID.
- Monitor and prepare reports on footfall and vacancy rate data.
- Provide hands-on support to the Operations Manager to ensure the smooth running of the BID's internal operations.
- Build strong relationships with the BID businesses and their employees through face-to-face visits, and regular communications.
- Provide all other administrative support to the BID Director and Operations Manager as required from time to time.

Person Specification:

Qualifications, Knowledge and Experience

- Educated to at least GCSE level (or equivalent) with grade C or above in English and mathematics. A-levels would be an advantage.
- An excellent knowledge of Cheltenham town centre and its businesses.
- Experience of using the full Microsoft Office suite is essential
- Knowledge of Customer Relationship Management software would be advantageous

Skills and Abilities

- A can-do attitude with enthusiasm for Cheltenham and the ability to apply critical thinking to situations which arise
- Well presented, organised, punctual and reliable
- Ability to prioritise and juggle multiple tasks
- Ability to remain calm and polite in all circumstances
- Ability to work on own initiative and as part of a team
- Excellent communication skills with a good command of written and spoken English.
- Be physically fit and willing to occasionally work outdoors in all types of weather.