



BID TERM: 2021-2026

OPERATIONS MANAGER

Employer	: Hammersmith BID (<i>Greater Hammersmith Ltd</i>)
Experience	: 5 plus years
Location	: Hammersmith, London
Function	: Operations and Security
Hours	: Full Time
Salary	: £32,000 - £36,000 p.a. + Benefits
Reports to	: Public Realm Director

Hammersmith Business Improvement District (BID) is an independent, not-for-profit company set up to represent the needs of local businesses in Hammersmith and with the aim of improving this area as a place to work, live and visit.

The BID is constantly looking for innovative ways to improve Hammersmith's town centre, increase footfall and strengthen Hammersmith's position as one of the most dynamic and creative business hubs in West London.

You will be joining one of UK's leading BIDs and will be directly involved in the shaping of Hammersmith. All our projects aim to create a town centre that is safer, greener and more connected. These projects will challenge you, encourage your ideas and broaden your skills and experience. We offer a supportive working environment, a great work-life balance, and a brilliant chance to bolster your career within a multifaceted industry.

KEY RESPONSIBILITIES:

To deliver the BID's Business Plan through the following project areas:

Business Crime Reduction Partnership

- Lead engagement and manage relationships with the Metropolitan Police, Hammersmith & Fulham Council and other agencies as required
- Deliver and manage the BID's Safetynet radio scheme and CCTV Operator
- Organise and lead on the Pubwatch and Shopwatch quarterly meetings.
- Manage relevant security software, including updates as required.
- Expand and lead on the counter-terrorism initiative and security groups on WhatsApp.
- Deliver the BID's Business Continuity plan.

Operational Sector

- Undertake weekly walkaround of area to monitor any issues.
- Manage street improvement programmes and monitor planned works and liaise with marketing to inform businesses of such works
- Organise and monitor additional cleansing, including spot cleansing and public touchpoints.

Public Realm

- Liaise with third parties and BID businesses

- Assist with newly formed Women's Safety Forum and related activities to it.
- Address rough sleeping in the area through channels
- Lead the lobbying efforts of new opportunities such as the Hammersmith Highline scheme.
- Manage development of 15-minute Neighbourhood programme.
- Assist with management of public realm vision including regular meetings with the property owners and building managers group.

Greening, Active Travel, and Clean Air programmes

- Third party liaison and assisting with partnership work, including existing outdoor seating programme.
- Manage the BIDs clean air delivery scheme - Parcels not Pollution
- Actively promote Clean Air Walking Routes for staff.
- Organise and publicise Dr Bike events, including bespoke Dr Bikes, security marking, and cycle training programmes for businesses
- Help businesses to achieve their environmental targets by liaising with third parties to deliver various initiatives and audits.
- Identify and help apply for funding and awards opportunities for projects.
- Support Public Realm Director in delivering Transport Forum and Climate Alliance.
- Assist Public Realm director in development of the BID's biodiversity programme.

Financial, Monitoring & Administrative Aspects

- Review supplier contracts, maintain records, and implement appropriate service monitoring and reporting
- Provide operational support for Stakeholder and Board communications

Undertake such other duties commensurate with the position and/or hours of work as may reasonably be required.

QUALIFICATIONS REQUIRED

- Degree educated.
- A minimum of 5 years of operational and security experience

ESSENTIAL SKILLS

- Good interpersonal and communication skills to establish and maintain effective working relations with a wide range of internal and external contacts
- Ability to prepare and manage budgets and contracts
- Good working knowledge of database management (ACT Database)
- Ability to communicate clearly and concisely both orally and in writing
- Strong IT skills, including MS Word, Outlook, Excel & PowerPoint
- Effective time management and organisational skills and the initiative to work both independently and as part of a team
- Flexible approach to changing priorities and requirements
- An informed interest / experience in town centre management

SALARY AND BENEFITS:

- A basic salary of £32,000 - £36,000 (plus annual performance bonus).
- Workplace pension.
- Access to Gym membership.
- Local shopping discounts.

APPLICATIONS:

Please send your updated CV to L.Caruso@hammersmithbid.co.uk