

WE BID Operations Manager

Summary

The Operations Manager of Edinburgh's West End Business Improvement District (BID) Company Ltd will manage the day to day running of the company and oversee events and activities to deliver the BID's objectives. The role requires thorough engagement with private and public sectors, including establishing strong links with West End businesses, workers and residents and neighbouring BIDs.

The key objective for the BID Operations Manager will be to successfully deliver the BID Business Plan, along with its financial and strategic ambitions, eventually leading to a BID re-ballot at the end of the BID's 5-year term. The BID Operations Manager will ensure that the BID Business Plan is delivered in a professional, transparent and cost effective manner, achieving economies of scale and added value through partner engagement and leveraging.

Principal Duties

- Acting as the main point of contact for all operational matters relating to the BID area.
- Working with the private, public and third sector (including neighbouring BIDs) to deliver the Business Plan objectives.
- Managing the agenda, regular reporting and actions of the BID Board of Directors meetings.
- Directing, managing and reporting to the BID Board of Directors as appropriate on HR, financial and contractual matters; ensuring that the company's procedures and protocols are documented and updated on a regular basis.
- Preparing the annual budget and operational plan for BID Board approval.
- Working with City of Edinburgh Council to monitor compliance with the Operating Agreement, particularly in relation to effective collection of the annual levy.
- Identifying and securing support for additional BID contributions and funding, beyond that raised by the BID levy.
- Measuring and reporting upon the Key Performance Indicators set out by the BID Board.
- Delivering the objectives of the stakeholders in a way which will foster the positive image of the Company and the BID concept, thereby creating an endorsement of the added value to the stakeholders of being part of a BID.
- Manage Marketing Executive, including overseeing their preparation of the annual marketing and events plan (with BID Board Members) for BID Board approval.
- Inspiring and leading the BID team by creating an environment where team members willingly share information, knowledge and ideas.
- Manage administrative and intern resource from time to time.

Essential Qualities

- Proven operational management experience, including evidence good governance practices.
- Proven ability to deliver projects to plan.
- Strong written and verbal communication skills.
- Excellent influencing skills to build strong partnerships and deliver the Business Plan.
- Passion to help others, desire to improve the business environment for the levy-payers.
- Highly organised, able to manage multiple concurrent projects and a self-starter.
- Previous experience of managing a budget.

- Highly PC literate.
- Line management experiences.

Desirable Qualities

- Knowledge of and passion for Edinburgh's West End.
- Previous experience of running Marketing Campaigns and / or Event Organisation.
- Previous experience in public/private partnerships sector.
- Knowledge and Involvement with BIDs .
- Project management qualification.

Role Details

The role is self-employed and part-time (22.5 hours per week). Weekend and evening work is required from time to time. The BID office is based at 10 William Street and the role holder is expected to work from the office at least one day per week.

The BID Operations Manager reports into the Chair of the Board.

Salary is circa £18,000 p.a.

To apply, email CV and covering letter to chair@edinburgh-westend.co.uk by 31 August 2016.