



HEAD OF OPERATIONS – BUSINESS IMPROVEMENT DISTRICT

JOB TITLE: Head of Operations

SALARY: In the region of £45,000 commensurate with experience

RESPONSIBLE TO: Chief Executive

DIRECT REPORTS: Senior Operations Executive and external contractors

HOLIDAY: 25 days Annual Leave entitlement

HOURS: Full time; Office-based and office working hours with occasional evening events. Open to considering flexible/family friendly working hours

ABOUT BAKER STREET QUARTER PARTNERSHIP: We are the Business Improvement District (BID) for the Baker Street area of Marylebone – well known as a desirable location and a key commercial district in London’s West End – as well as for a certain Mr Holmes. Our work is far reaching to ensure this vibrant area is a great place for the people working here, living here or visiting. We are funded and directed by the larger businesses and property owners in the area and are not for profit, with everything we do focused on the betterment of the area.

The safety and appearance of the area are core priorities in our work ensuring the Quarter provides a warm welcome to those working and living here as well as for visitors. This includes street management, security and resilience, air quality improvement and carbon reduction, greening and transformational capital projects. We also provide a strong coordinated voice for businesses in the area on policy, plans and other matters affecting the local environment. Our other programme areas include corporate responsibility, area promotion, B2B and B2C promotion and public and member events.

Our team is small but highly innovative and ambitious with a proven track record of making real improvements to the area for business and for all. You will be joining the Partnership at an exciting time as we work to extend our area of benefit.

We are looking for a talented, experienced individual who has proven and effective people skills, a proactive and progressive approach, experience of working with private and public sector organisations (including council and police) and strong contract and project management experience combined with first-hand knowledge of business operations and sound financial understanding. Crucially someone who can work strategically while also enjoying being hands on, is up for a challenge and wants to make a difference.

JOB PURPOSE:

The key purpose of this role is to ensure a high-quality public realm and delivery of high quality services to our business members.

To do this effectively you will:

- develop strong and effective relationships with a range of stakeholders from the private and public sector.
- apply strong project and contract management
- provide strategic oversight, identify issues and develop solutions

You will support the CEO in ensuring efficient business operations and oversee the office management and administration team.

JOB PROFILE:

Your work would typically involve:

Overseeing and proactively developing our programmes to ensure a safe, attractive and well managed environment:

Street Management:

- Overseeing and contract managing our Street Management Team:
 - Providing targets, direction and strategic development
 - Recruitment and retention oversight
 - Contract retendering and refinement
- Ensuring effective reporting, resolution and partnership working with the Police, Council, Outreach services and businesses
- Managing our street cleansing and maintenance contracts
- Managing and developing management arrangements for specific public realm spaces including The Wonderpass, George's Park and Manchester Square new public space
- Identifying new issues and develop mitigating initiatives
- Monitoring the baseline provision of services in the area by the council
- Assisting businesses tackling issues including trespass/designing out crime
- Overseeing collation, analysis and reporting on relevant local data, reports and incidents

Increasing Security and Resilience:

- Managing the implementation of an area wide emergency plan (working with our retained security consultant), including:
 - Preparation: training, sharing best practice, exercising
 - During: communication platform
 - After: recovery planning, resource sharing
- Developing and overseeing our range of security communication tools including radios, information sharing and crisis/incident comms platforms
- Overseeing collation and analysis of security related data and contacts

Sustainability and Public Realm:

- To support the implementation of area greening and accessibility strategies
- To ensure sustainability is considered and implemented across our programmes in line with our Sustainability Action Plan
- Carbon and emission reduction programmes:

- To oversee and develop our Smarter Recycling service (area wide waste service - two providers)
- To support the development and future implementation of programmes to reduce emissions including delivery traffic reduction and the Sustainable City Charter

Stakeholder Relations and Communications

- Maintaining strong and effective relationships with key business representatives in particular building managers, security managers, facilities managers
- Maintaining strong relationships with key stakeholders including Council, Police, TfL, utility companies and other Business Improvement Districts
- Ensuring swift and accurate communication with members reporting street management and other issues
- Account managing relationships with allocated member businesses
- Overseeing the Member Support Line service
- Driving and informing communications on your project areas
- Canvassing for business support in the BID renewal campaign
- Deputising for the Chief Executive at meetings with businesses and stakeholders
- Providing regular reporting material for collateral and Board/Stakeholder meetings
- Representing BakerStreetQ on relevant security groups including Police, Council, TfL and GLA panels and West End Security Group

Business Operations and Office Management

- Drafting annual delivery plans, budgets and reports
 - Producing reports to the Board, Steering Group and other stakeholders
 - Evaluating performance and overseeing relevant budgets and KPIs
 - Oversee general office management including health & safety and office sustainability initiatives
 - Managing the office management and administration team
 - Ownership of the organisation's business continuity and crisis planning
 - Co-ordinate with the Finance function, monitoring with them that all statutory and financial reporting is delivered.
 - Ensure proactive adherence to GDPR and data protection requirements
 - Initiate and drive process improvement across the organisation collectively with the senior management team
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- Undertaking such other duties commensurate with your position, and / or hours of work, as may reasonably be required.

SKILLS REQUIRED:

We are looking for a talented, experienced individual who has proven and effective people skills, a proactive and progressive approach, experience of working with private and public sector organisations (including council and police) and strong contract and project management experience combined with savvy business acumen and sound financial understanding.

- Previous experience of having worked in a Business Improvement District (BID) or similar partnership/membership or multi-agency organisations at a senior operational level.
- A Degree in a related area of study, or equivalent experience to meet the requirements of the post
- The required level of experience is likely to have been gained through a minimum five years' experience
- Strong and proven contract and project management experience, demonstrated through delivery of successful projects involving external contracted parties
- Ability to build and maintain effective engagement relationships with a wide range of stakeholders and suppliers at all levels
- Experience of working with local authorities, police, highways and transportation
- A business mindset with sound understanding of financial plans and budgets
- A proactive approach and ability to think creatively in finding solutions to identified problems
- Ability to work effectively as part of a team, adept at making effective use of available team resources
- Excellent computer and data analysis skills

TIMESCALE:

Closing date for applications **Friday 25th February** - later applications may be considered.

Application by cover letter and CV to recruit@bakerstreetq.co.uk

Any queries or requests for further information should be directed to Jenny George via recruit@bakerstreetq.co.uk