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Description automatically generated**

**Do you know the Putney area well? Are you interested in making it a better environment for those who live, work and visit? Do you like talking to people? Would you like a varied job?**

**Positively Putney BID are looking to employ a Business Engagement Manager. This role will play an integral role in managing excellent relationships with BID businesses, whilst also supporting on operational and administrative aspects of the company.**

**Role: Business Engagement Manager**

**Location:** **Putney Town Centre**

**Contract: Permanent**

**Hours: Between 22 and 25 hours a week. These can be worked over 3, 4 or 5 days to be agreed. There is flexibilityaround working from home but given the nature of our work, we would not anticipate that exceeding 20% of the week**

**Pay: FTE between £35,000 and £40,000 dependent on experience**

**Start date: July 2024**

**About Us**

**Overview:** Positively Putney Business Improvement District (BID) is a not for profit limited company set up in 2017, set up by local businesses to improve their trading environment. Working with 400 businesses across the retail, commercial, office leisure, hospitality and public sectors, we introduce initiatives and much-needed services to support businesses that would not otherwise exist. Our aim is to make Putney more attractive and vibrant and to encourage locals and visitors to the town centre to spend more, stay longer and want to return.

We are a small, team delivering a range of projects, services and events, across three themes:

* Promoting Putney
* Enhancing Putney Town centre
* Supporting Putney businesses

Positively Putney BID operates under a five-year term which finishes in 2027, with a potential renewal ballot in 2026 to seek a majority yes vote for a further five-year term.

For more information visit our website [www.positivelyputney.co.uk](http://www.positivelyputney.co.uk)

**About the Role**

Positively Putney Business Improvement District (BID) are looking for a highly motived individual with both a strong initiative and the ability to take direction.

It will be a varied role being responsible for a number of services offered by the BID, working closely with various partners.

We are looking for a hard-working individual with a passion for making Putney a more inviting place. Must be self-motivated, and happy to juggle a number of projects. Engaging with businesses will be an important part of the role so it is essential to be a good communicator and have a friendly manner.

We are a small but strong team working on a variety of projects to make Putney a better place to do business. As such we need an adaptable individual who can rise to a challenge.

**Main Duties**

Supporting Putney businesses

* Conduct visits to businesses, promoting BID services and identifying opportunities we can add value to their business.
* Maintain the businesses Customer Relationship Management system ensuring that business interactions are logged in a timely manner, contact data is up to date and adoption of BID services is recorded. Training will be provided upon appointment.
* Working with PP Marketing Officer deliver the quarterly newsletter to all BID businesses
* Accurately tracking business engagement and participation in campaign and communications, to showcase levels of support and positive outcomes for businesses.
* Provide support to the Executive Director where required on other special projects

Enhancing Putney - Aesthetics

* Identify areas for pressure washing and graffiti removal and provide this information to our cleaning contractor on a monthly basis
* Contact businesses in the cleansed areas making them aware of our work
* Liaise with the gardener contractor to ensure all areas of planting are being covered

Enhancing Putney – Safer Streets

* Support the delivery and distribution of up-to-date communications to our businesses

on all matters concerning crime

* Develop positive relationships with external partners including the Local Authority and

the MET Police

* Attend and minute the quarterly Pubwatch meetings
* Attend and minute the quarterly Shopwatch meetings
* Support the administration of Putney Street Angels project

Promoting Putney

* Attend and take an active part in community events organised by PP
* Ensure all businesses are listed correctly on the PP website

Administration

* Assist with the taking of accurate minutes at meetings
* Assist with general administrative tasks associated with the running of the BID
* Provide support in gathering information required for Board Papers for each BID

**Person Specification**

Positively Putney BID is an equal opportunities employer and has a positive approach to diversity. We encourage applications from all sectors of the community and selection is on merit alone.

There is no preference for a candidate to have prior knowledge of Business Improvement Districts, although this would be helpful, but you need be able to demonstrate relevant experience and skills in the following areas.

Required skills and experience:

* Passionate about importance of a thriving town centre
* Highly proficient in written and spoken English
* Proactive and self-motivated, able to prioritise own workload and work to  deadlines
* Experience of customer relationship management and demonstrating return on investment for customers
* Able to develop positive working relationships with the BIDs members, partners and stakeholders
* Competent communicator with a friendly and professional manner via telephone, email and face-to-face meetings
* Able to review data and present key findings using analytical thinking
* Confident user of standard MS Office software packages
* Team player

Desirable skills and experience:

* Knowledge and understanding of the issues local to Putney Town Centre
* Experience of working with CRM systems
* An understanding of Business Improvement Districts, local and central government and their structures and relationships
* Experience of working in partnership with multiple stakeholders
* Experience in a membership or client-facing role requiring engagement with people of varying levels of seniority.

**To Apply:**

Send the following to [nicolagrant@positivelyputney.co.uk](mailto:nicolagrant@positivelyputney.co.uk)

* Your CV
* A covering letter clearly outlining how you are suitable for this role

In your application letter please ensure you address the following questions:

* Please specify how you fulfil the essential criteria
* Why you are interested in the company and the role

Closing date: 4th June

Interview: 10th or 11th June