



Do you know the Putney area well?

Are you passionate about creating a vibrant, welcoming environment for those who live, work and visit? Do you enjoy building relationships and working with people? Are you looking for a varied and rewarding role? If so, this could be the perfect opportunity for you.

Positively Putney BID is seeking an experienced, proactive and highly organised **Office Manager** to join our team. This is a pivotal role at the heart of the organisation, ensuring the smooth day-to-day running of operations while building strong, professional relationships with our BID businesses. You will also play a key role in supporting the delivery of projects and initiatives that enhance and promote Putney town centre.

Role Details

Role: Office Manager
Location: Putney Town Centre
Contract: Fixed-term until April 2027, with potential to extend
Hours: 25–40 hours per week (flexible across 3, 4 or 5 days)
Working pattern: Some flexibility for home working, though this is expected to be no more than 20% of the week, some evening and weekend work will be required.
Salary: £30,000 – £35,000 (FTE), depending on experience
Start date: June/ July 2026

About Us

Positively Putney Business Improvement District (BID) is a not-for-profit organisation established in 2017 by local businesses to enhance the trading environment in Putney town centre.

We work with over 400 businesses across retail, office, leisure, hospitality and the public sector, delivering initiatives and services that support business growth and improve the local area. Our goal is to make Putney a more attractive, vibrant destination—encouraging people to visit more often, stay longer, and spend more.

As a small, dedicated team, we deliver a wide range of projects, services and events across three core themes:

- Promoting Putney
- Enhancing Putney Town Centre
- Supporting Putney Businesses

We currently operate within a five-year term ending in 2027, with a renewal ballot planned for Autumn 2026.

For more information visit our website www.positivelyputney.co.uk



About the Role

We are looking for a motivated and adaptable individual with strong initiative and excellent organisational skills. This is a varied role requiring someone who can confidently manage multiple priorities while maintaining attention to detail.

You will play an important role in engaging with local businesses, so strong communication skills and a friendly, professional approach are essential. As part of a small team, you'll need to be flexible, collaborative and ready to take on new challenges.

Key Responsibilities

Supporting Putney Businesses

- Maintain and update the CRM system, ensuring accurate records of business engagement and interactions (training provided)
- Track and report on business participation in campaigns and communications
- Visit local businesses to promote BID services and identify opportunities to add value
- Support the delivery of the quarterly business newsletter
- Assist the Executive Director with projects as required

Enhancing Putney – Aesthetics

- Identify areas requiring cleaning or graffiti removal and liaise with contractors
- Coordinate with gardening contractors to ensure planting schemes are maintained

Enhancing Putney – Safer Streets

- Lead administration of the Street Angels initiative
- Build positive relationships with partners including the Local Authority and Metropolitan Police
- Attend and minute quarterly Pubwatch and Shopwatch meetings

Promoting Putney

- Support and attend community events
- Ensure business listings on the website are accurate and up to date

Administration

- Take accurate meeting minutes
- Support preparation of Board papers
- Assist with general administrative duties

BID Ballot

- Support the BID renewal ballot campaign
 - Maintain accurate ballot records within the CRM system
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Person Specification

We are an equal opportunities employer and welcome applications from all backgrounds. Selection is based on merit.

Essential Skills & Experience

- A genuine interest in supporting a thriving town centre
- Excellent written and verbal communication skills
- Strong organisational skills with the ability to prioritise and meet deadlines
- Experience managing customer or stakeholder relationships
- Ability to build and maintain positive working relationships
- Confident and professional communicator (in person, phone and email)
- Proficiency in Microsoft Office
- A collaborative team player

Desirable

- Knowledge of Putney town centre and local issues
- Experience using CRM systems
- Understanding of Business Improvement Districts or local government structures
- Experience working with multiple stakeholders
- Background in a membership or client-facing role

How to Apply:

Please send the following to nicolagrانت@positivelyputney.co.uk:

- Your CV
- A covering letter outlining your suitability for the role

In your covering letter, please address:

- How you meet the essential criteria
- Why you are interested in this role and Positively Putney BID

Closing date: 11 May

Interviews: 20 or 21 May