



Watford Town Centre BID is one of only 330 Business Improvement Districts in the UK. We're a non-profit organisation funded by almost 500 businesses and organisations in Watford, including Atria Watford, Watford Borough Council, and all the fantastic retailers, restaurants, cafes, coffee shops, bars and pubs that make up Watford Town Centre.

The Watford Town Centre BID team put on events, share news & offers and provide essential services to support our levy paying businesses to thrive.

Role Profile

Role Title:	Trainee BID (Business Improvement District) Executive
Service Area:	Business Improvement District Industry
Salary:	£24,000 - £26,000 per annum depending on experience
Hours:	Full Time, 37 hours per week (Fixed Term Contract)
Reporting to:	Kara Mesiano, BID Manager, Director & Company Secretary

Purpose

- To provide support in the successful delivery of the 2021-2026 Watford Town Centre BID business plan, working within the Watford Centre BID team and also working with key partner organisations including Watford Borough Council.
- Helping BID levy paying businesses to access the support and services available from Watford Town Centre BID.
- Assisting the BID Manager in the day-to-day management and operation of the Watford Town Centre BID.
- Supporting the BID team and BID Board in preparing for the next BID term and preceding levy-payer ballot.

Key Responsibilities

- Day-to-day proactive and responsive communication with Watford Town Centre BID levy paying businesses (our 'customers'), partners and stakeholders, in both written formats and verbally.
- Regularly liaising with senior executives within businesses and partner organisations independently and in a credible and professional manner, representing Watford Town Centre BID appropriately.
- To become familiar with and conversant in the three themes and core objectives delivered by Watford Town Centre BID.
- To become experienced in the BID industry, operational processes, ballot process and governance.
- Responsibility for the BID levy payer database, ensuring information within is accurate for all businesses.

- Complete regular patrols of the BID area to identify business activities such as; openings and closures, advertised job vacancies, business promotions and activities.
- Complete weekly patrols of the BID area identifying and recording issues in Watford Town Centre such as fly-tipping, maintenance requirements or graffiti and other issues that may need reporting to relevant partners.
- Supporting with the processing of Business Improvement Grant applications.
- Support in strengthening the Watford Gift Card Programme by onboarding new businesses, provide training to businesses on the processing of payments, addressing any complaints received, ensuring the Watford Gift Card website information is accurate and sales kiosk cover over key dates.
- Assist in the delivering of supporting literature such as welcome packs, BID Newsletters, AGM notices and BID Social invites.
- Participate and provide support for BID events and activities.
- Assist with general office administration duties and become familiar with the account software to support with Year End accounts processing.
- To become familiar with the Watford Town Centre website and be able to make updates when required, supporting the Marketing Manager.
- To attend and take part in learning activities linked to the BID industry, ballot process and role.
- To undertake other duties which may arise, or as may be delegated from time to time, and are appropriate to the grade of the post.
- To consider and implement environmental sustainability as a guiding principle within processes, activities and projects delivered.

Knowledge, Skills and Expertise

- BID industry specific training and support will be provided.
- Educated to degree level is preferred but not essential.
- Excellent interpersonal skills in both written and verbal communication, including the ability to use clear and effective written English to accurately convey information.
- Proven experience of working in a professional environment and in a customer facing capacity.
- A proven good level of accuracy and attention to detail.
- Knowledge and skills in the use of all Microsoft packages and have experience of learning new business specific software programmes.
- Confidence to escalate issues and ask questions of others to ensure good quality in work output.
- Effective in managing own workload; good at working to deadlines, confident in raising questions, issues or proposing ideas.
- The ability to work effectively in a team and generate a good team spirit and build relationships with colleagues across internal and partnership organisations.
- Organised, with an ability to adapt and be flexible to changing needs and priorities of the BID.

Key Relationships

- Business Improvement District team.
- Key Watford Town Centre partner and stakeholder organisations.
- Watford Town Centre levy paying businesses.
- Members of the public.
- Other Business Improvement District teams.
- British BIDs and Association of Town & City Management bodies.