



Job Description and Person Specification

Go! Southampton Business Improvement District Operations Director

Reporting to: CEO (and with accountability to a business steering group)

Position: Fixed term until 31 March 2022 (Probationary period of three months)

Hours of work: 40 hours per week. Some evening and weekend working is required.

Salary: £40-£45K dependent on experience, plus performance related bonus. Contributory pension after probationary period.

Location: Southampton City Centre, Hampshire

A fantastic opportunity has arisen to join one of the most exciting new Business Improvement Districts in the UK.

About Go! Southampton:

No city can prosper without a thriving centre – a place where businesses can flourish, residents can find products and services they need, and cultural opportunities are many and varied. In the past, Southampton's City Centre has not fulfilled its potential. Now there is a once in a generation opportunity to put this right and to create a centre of which we can be proud. Businesses in Southampton City Centre are creating a Business Improvement District – an organisation owned, led and funded by local business with the long-term goal of creating a world-class City Centre. With an emphatic yes vote from businesses in November, an exciting opportunity has arisen for an Operations Director to help us achieve our ambitions.

Go! Southampton starts work on 1st April 2017 following a strong vote in favour in November 2016. The BID brings together a wide cross section of businesses from high street retailers and independent shops to world-class cultural facilities, offices of major corporates, and the maritime industry. Go! Southampton will have an initial term of 5 years to 31st March 2022. It will then have an opportunity to extend this for a further five years through a successful renewal ballot.

The new BID has promised to start by focusing on three main areas:

- a Better City Centre Experience; we will:
 - make sure that our city centre is cleaner and that our pavements and streets are improved,

- with the Police and City Council, work to achieve a measurable reduction in crime and anti-social behaviour, including begging, shoplifting and pedlars,
 - enhance the current programme of City Centre events into a better marketed annual programme,
 - champion improvements to traffic management & parking, as well as to public transport and transport infrastructure.
- Better Marketing; we will:
 - raise Southampton's profile as a place for business and leisure, both nationally and internationally,
 - ensure that every visitor to Southampton has access to high-quality, real time, and relevant information on where to go and what to do,
 - drive new business by encouraging local employees and residents to explore and use city centre businesses, actively promoting the evening and night-time economy,
 - act as a hub for the collection and sharing of key metrics on City Centre activity to help support business growth.
 - a Stronger Business Community; we will:
 - develop projects to secure savings for businesses and to increase business-to-business activity,
 - be the advocates for businesses in the city centre, both in addressing day-to-day issues and in influencing new developments,
 - work with the education and skills providers to help deliver a more skilled and committed workforce,
 - actively support new investment in the City and ensure that our status as a commercial centre of regional, national and international importance is recognised and promoted.

In its first year Go! Southampton expects to raise over £1 million from the BID Levy to spend on delivering its objectives

Go! Southampton is now recruiting for an Operations Director to lead on the delivery of the operational activities for the first of these areas, a Better City Centre Experience.

For further information about Go! Southampton, the BID area and its programme see www.gosouthampton.co.uk

Job purpose

The Operations Director will be responsible for developing and delivering Go! Southampton's services in the City Centre, additional to those provided by the Council, that help make Southampton City Centre a great place to work, visit or live. They will be responsible for helping to deliver a cleaner, more attractive and safer city centre and championing improvements to transport infrastructure including for pedestrians, cyclists, public transport passengers, road users and businesses.

Key Responsibilities

Lead on the development and delivery of Go! Southampton's 'Great City Centre Experience' theme

- To build and manage a 'Theme Group' of businesses to steer this theme, providing support where necessary to its Chair
- To work with the Theme Group to envisage and develop projects to deliver the objectives of this theme, developing these into a business plan and reporting back on progress
- To work cross-thematically with other team members to ensure Go! Southampton is best able to deliver its objectives
- To manage the budget for this theme effectively and to seek external match-funding opportunities where appropriate to further the objectives of Go! Southampton

Cleaner City Centre

- To work with strategic partners to ensure Southampton City Centre is cleaner, greener and that pavements and streets are upgraded.
- To develop and deliver initiatives to enhance the City Centre environment with special emphasis on flagship areas such as the city walls
- To develop and support greening initiatives and working with landowners to encourage better care of grounds

Safer City Centre

- To work with the police and the City Council to achieve a measurable reduction in crime and anti-social behaviour, including begging, shoplifting and pedlars
- To monitor the use of powers by existing statutory authorities and lobby for these to be used consistently and appropriately
- To work with strategic partners to improve crime reporting and identification of suspects
- To work with existing organisations to develop and deliver schemes related to begging such as a diverted giving scheme

Better Transport

- To champion improvements to public transport, transport infrastructure, traffic management and parking, working at both local and regional levels to secure improvements in both the short and longer term

- To work with strategic partners and BID Members to improve the condition of roads and pavements and achieve better bus and train services

General

- To act as a strong ambassador for the BID in interactions with BID Members and strategic partners
- To work cross-thematically where appropriate with other staff members to ensure that BID objectives are most effectively achieved. This will include work on:
 - Improving the welcome to the city centre at key entry points such as transport hubs, and permeability through the city on foot
 - Seeking opportunities for joint procurement by BID members, for example of waste and recycling services
 - Helping deliver a data driven BID that can act as a conduit for data and innovation
- To ensure that activities under this theme adhere to good health and safety practices

To undertake any other task commensurate with this role.

Go! Southampton Business Improvement District Operations Director

Person specification

Experience and knowledge

Essential

1. Extensive experience managing contractors and their employees to deliver environmental maintenance, facilities and/or security services on the ground
2. Proven track record overseeing the successful delivery of a programme in a timely and cost-effective way, and measuring its impact / outcomes
3. Knowledge and understanding of common environmental maintenance issues and the risks associated with crime and antisocial behaviour in a city centre
4. Experience of bringing together partners and of working in a multi-stakeholder environment
5. Experience in developing programme budgets and forecasts, managing day-to-day financial management (including cashflow), and reporting to a steering group or similar body
6. Experience running transparent and accountable tender processes for contracts of significant value
7. Understanding of the Business Improvement District mechanism.
8. Confident interacting with businesses of a range of sizes and sectors

Desirable

9. Good health and safety / risk management experience. Eg. IOSH certification or equivalent
10. A good understanding of, and experience of working collaboratively with Local Authorities

11. Experience of fundraising
12. Knowledge of Southampton and the Solent region
13. Previous contact with a Business Improvement District or similar

Skills and abilities

1. Strong skills in project management, business planning and budget management (Essential)
2. Ability and enthusiasm to work and communicate with a range of individuals/organisations in the public and private sectors to maximise the impact Go! Southampton can have on the environment and security of the BID area (Essential)
3. Ability to prioritise a large and varied workload (Essential)
4. Competence in developing and working in partnerships (Essential)
5. IT literate and able to understand the opportunity for making the BID a technologically and digitally innovative organisation.
6. Interest in Southampton as an area to live, work and visit (Essential)
7. Flexible and imaginative in delivering services (Essential)
8. Negotiation skills (Desirable)
9. Knowledge of Business Improvement Districts, local and central government and their structures and relationships (Desirable)

Applications

To apply for this post, please send your CV and a cover letter of no more than 500 words to: Claire Rodgers – info@gosouthampton.co.uk

The deadline for application is 5:30pm Friday 28th April 2017

Interviews will be held between 1st to 12th May 2017

Any queries about this post should be directed to: info@gosouthampton.co.uk