



CityCo Manchester and the Manchester BID

Title:	Operations Officer
Reporting to:	Operations Manager
Contract type:	Permanent
Salary:	c.£25,000 per annum

Company Background

CityCo is the city centre management company for Manchester and Salford. We strive to make the city centre a better place to work, visit and live. We connect businesses with each other, and public agencies, to drive forward initiatives that support an improved, thriving and aspirational city experience. We seek to support economic growth and ensure the city is competing on national and international scale.

As a membership organisation, CityCo represents companies across sectors, scale and location; giving businesses a voice, ensuring they can operate effectively and expand activities. We operate at a strategic level with city decision-makers and on a tactical level, providing solutions and delivering on the ground. Increasingly we work with businesses to help develop their own solutions to the issues affecting them.

We provide operational and security services, facilitate working groups and provide advice where it's needed. We work to make the city centre more sustainable and support companies that want to contribute more than just economically. We work to bring life to our public spaces, developing and promoting the unique characteristics of our city villages, connecting people, improving the environment and running quality events that attract interest and build our reputation as a place where great things happen.

CityCo also manages Manchester's first Business Improvement District (BID) - Heart of Manchester. With its mandate renewed for a second five-year term starting in April 2018, it represents over 400 retail and F&B businesses in the city centre's core.

Job Purpose and Responsibilities

The Operations Officer will work to enhance our business members ability to operate. They will directly liaise with businesses and with our public-sector partners in order to solve issues or find sensible paths forward. They will help businesses find their own solutions in a cost-effective manner.

The post works across both CityCo and the Business Improvement District.

The officer will take responsibility for one or more of the city villages for which we have responsibility - including the Northern Quarter, Chapel Street Salford, the Village itself, and others. They will meet with local businesses, build trust and work with them to enhance and promote the local area.

They will deliver training and presentations to our members and businesses within the city centre. They will directly account manage a number of our members, proactively working with them to ensure their ability to operate effectively.

Underpinning the Operations Officer's work will be the creation of new businesses networks or the expansion of existing networks.

Duties

1. To respond to members operational issues which may affect their ability to do business and to actively monitor results
2. To build relationships with members and proactively dealing with issues affecting their business
3. To deliver briefings, training and presentations around the issues that affect business (e.g. counter-terrorism awareness, rough sleeping, commercial waste)
4. To directly account manage members with an operational bias
5. To work closely with public sector partners to deliver the best results for members and stakeholders
6. To work closely with other members of the team, as well as the Business Crime prevention team, in order to ensure seamless service delivery for members across the organization
7. To attend meetings and forums as appropriate to update on operational issues and projects
8. To keep up to date records in the CRM systems
9. To represent both companies effectively and to act as an ambassador for the city centre.
10. To deliver timely accurate reports on operational issues and progress against the business plan
11. To provide support as required for CityCo and BID events.

Essential Core Competencies

1. Planning and communication skills, including research and development.
2. Ability to communicate complex issues and projects clearly
3. Ability to work in very close detail and with excellent accuracy
4. Ability to complete projects and ensure satisfactory outcomes for clients
5. Knowledge of the businesses operating in Manchester city centre and/or Salford.
6. Understanding of the working of the public sector (city councils and/or Police)
7. Excellent communication and presentation skills
8. Ability to work on a number of projects concurrently

Desirable Core Competencies

1. Understanding of public private partnerships
2. Self-motivating attitude
3. Understanding of Business Improvement Districts

4. Detailed knowledge of operational needs of businesses in the property, retail, night-time and/or hotel economies
5. Budgetary management skills
6. Experience of procuring and managing services
7. Understanding of event management
8. Creative problem-solving skills
9. Professional appearance

General Information

The requirements of the business are such that a high degree of flexibility is necessary and therefore evening and weekend work will be required.

To comply with changes in the Legislation covering the activities of Heart of Manchester BID and CityCo it is required that all staff undertakes training as directed by their line manager or the Chief Executive. It is also essential that all staff carry out their duties in a safe manner in accordance with the current Health & Safety at work legislation.

The role will be based at the main CityCo office in central Manchester with the expectation that many of the activities will take place at the workplaces of members

Annual leave entitlement of **26 days, plus bank holidays.**

This post is subject to a six-month probationary period.

Equal Opportunities

CityCo is an equal opportunities employer. For copies of our equal opportunities policies please visit www.cityco.com

Personal information given as a part of the application process is necessary for recruitment of this post and will be held only for the statutory periods. It will not be used for any other purpose. Full GDPR compliance information is available on our website.