



Job Description

Role Title: Manchester BID City Host

Reporting to: BID Projects Manager

Contract Type: Permanent

Hours: Average of 40 hours per week over a rolling 3-week period inc. some weekends

Salary: £9.00 per hour (starting rate)

Head Office: Lloyds House, Lloyd Street, Manchester, M2 5WA

Working Location: Central business district, Manchester

Company Background

CityCo, the city centre management company for Manchester and Salford, strives to make Manchester 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, sizes and locations; giving businesses a voice, ensuring they can run 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.

Manchester BID

From April 2018, CityCo has been delivering the second term of Manchester's Business Improvement District (Manchester BID). The BID consists of just over 400 retail and food and drink businesses in the city centre.

Manchester BID's remit is to provide added-value around key themes: attracting footfall through a programme of festivals and events, increasing environmental standards through operational and security services, increasing the profile of the city through partnerships and positive PR, increasing communication across the retail community and providing a lobbying voice with city authorities.



Job Purpose and Responsibilities

This is a job that takes you into the heart of the city, helping give a warm welcome to Manchester city centre's many visitors and supporting the business community.

The City Host role is diverse and fast-paced, across three key areas:

- You will be out and about on the streets of Manchester's central shopping district, acting as the friendly face of the city and point of contact in one of the top three visitor destinations in the UK. The Hosts team will help with directions, public transport information and offer recommendations about cultural, shopping, leisure and event highlights
- You will be a direct link between the BID and its flagship shops and restaurants, providing managers with updates and information about what's going on in the city
- With a keen eye for detail you will observe and report on street problems such as graffiti, broken street furniture and much more. These will be reported directly to the city council and BID operations team, via an on-street application on your smartphone

Competencies

We're looking for candidates with great personalities, excellent customer service skills and the ability to think on their feet. Energy, enthusiasm, confidence and a real passion for Manchester are a must.

Good spoken and written English are required and additional language skills would be a real bonus (although not essential). Most of all: you must love working with people.

Hours

The City Hosts team will be on duty 363 days a year, on a rota basis. Usual working hours are 10am – 7pm, with flexibility required around BID & other city public event periods.

Although we are looking for 40hour contracts, we would consider part-time applicants.

Benefits

- Annual bonus scheme
- Pension Scheme
- Uniform
- Full, on-going training
- Annual leave entitlement of 20 days, plus bank holidays



Other Information

Please Note: The City Host role is largely based outside.

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 post is subject to a three-month probationary period.

To Apply

Please email a full CV and Cover Letter to:

Andrew McDermott
BID Projects Manager
andrew.mcdermott@cityco.com

All applications should be received by 12pm, Monday 1 July.

Equal Opportunities

CityCo is an equal opportunities employer.

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.