

## **Job Description**

Job Title: Chief Operating Officer

Responsible to: Weymouth BID Ltd Board of Directors

Reporting to: BID Board Chair

Contract: Fixed Term until July 2023 and then to be reviewed

Staff Management: BID paid staff, temporary staff

Contract Management: Operations Manager, PR Support

## **Overall Purpose**

To manage all elements of the BID five-year business plan. Ensure the BID business plan is delivered in a professional, open and cost effective manner. In 2022 begin working on the organisation of the 3<sup>rd</sup> BID Ballot in 2023.

## **Full Job Description**

### **Key operational responsibilities**

- Provide a lead to the BID Board in reviewing the strategic aims and agreeing a work action plan;
- Act as the main operating officer for the Board, Steering Groups and partner organisations and businesses;
- Overall management of the projects, contractors and BID support staff including financial budget management;
- Ensure effective budgetary management and compliance with agreed financial controls and procedures. This includes the BID Levy collection agreement with Weymouth & Portland Borough Council;
- To negotiate contracts and tenders as required;
- Actively seek additional grants or match funding opportunities and potential income generation from marketing and advertising opportunities with BID projects and events;
- Work with businesses and partners to provide a strong business voice to promote the area and compete on a national scale particularly the tourism offer;
- To maintain a good knowledge of town centre and place management trends through networking bodies to bring new ideas and initiatives to the area;
- Consider new projects and proposals that deliver the business plans aims and objectives where required;
- Support a marketing and communications programme for both levy payers and support for the We Are Weymouth branding, social media and events;
- Ensure regular contact and consultation with Levy Payers on delivery of the business plan and feedback on activities;
- Analyse and produce data and reports on projects and their overall effectiveness.

### **Key Management Responsibilities**

- Responsibility for Governance, compliance and financial performance of Weymouth BID Ltd based on agreement with the Board of Directors;
- Co-ordinate Board Meetings, Agendas and Reports as required;
- Provide regular financial updates and quarterly detailed reports. Manage the Income and Expenditure cashflow ensuring payments and invoices raised are completed in a timely manner and procedures and an audit trail followed;
- Yearly Accounts are produced in a timely manner and presented to the annual meeting of members of the company for ratification;

- Organise regular Levy Meetings and Member AGM;
- Ensure all Health & Safety including Fire Risk Assessments, Data protection, Staff Welfare and Insurances are relevant and up to date and compliant with current legislation;
- The Information Databases including the CRM Database ACT are up to date and fit for purpose and all IT is secure with relevant security procedures;
- Directly manage all Staff and ensure and review contractors work to agreed contractual obligations;
- All contracts and tenders are reviewed in accordance with the agreements and prior to expiry;
- Provide and report on effective measurement of performance of staff, contractors and projects;
- Oversee the Weyfarer Voluntary Programme;
- Liaise regularly with WPBC on Levy collection;
- Meet regularly with relevant organisations and personnel that support delivery of the BID Business plan or have connectivity to its aims. This would include, Councils, Police, Other Services, Chambers of Commerce and other Business Organisations;
- Meet regularly with the Weymouth Town Centre Manager;
- Meet regularly with other Local Authority Officers who support delivery of the Business Plan;
- Any other duties as reasonably required.

## **Key responsibilities from 2022-2023 - BID Renewal**

- Manage the Campaign supported by the Weymouth BID Steering Group which will consist of current Business Levy Payers, other businesses, BID Board Directors, Local Government Councillors and Officers;
- Manage the process within the BID regulations and timescales required;
- Ensure the database of Voters is correct for delivery of Ballot papers;
- Be proactive in communicating with all voters throughout the process;
- Ensure the business database is up to date with all the information required for a ballot;
- Ensure consultation is provided over a number of communication channels with the business community to input into the process and creation of the new five-year plan;
- Meet with all relevant stakeholders, specifically the Local Authority and Police, as part of the process;
- Agree Service Level Agreements (SLA) with Local Authority on Levy collection and other services if part of the Business Plan;
- Actively Campaign for a “Yes” vote through meetings, 1-2-1s, Open Forums, Press releases and Interviews;
- Support and manage the contracted staff that support the process;
- Arrange regular Steering Group Meetings and sub groups as required, with agendas and relevant reports;
- Create and implement a professional marketing and PR campaign that provides a clear message of the benefits of a new BID;
- Deal effectively with negative campaigns and issues;
- Analyse data to ensure the campaign is on target and the required number of Yes votes are in place;
- Manage the budget and finances committed to renewal.