

## **Executive Support Assistant**

This is a customer facing job role that requires a flexible approach to handling changing priorities. The successful candidate would be able to demonstrate the ability to work under pressure, at times, to meet deadlines and possess excellent communication skills, with a tactful aptitude.

The following experience and abilities are essential.

### **General Administration & Office Management**

This covers general duties and responsibilities.

- Dealing with Telephone and E Mail enquiries in an appropriate and timely manner.
- Ability to deal with enquiries first hand and be the first port of call for information.
- Manage Diaries and Calendars for BID Manager.
- Supporting the BID Board as necessary.
- Dealing with any Tourist Information enquiries
- Deal with correspondence
- Efficient control of Office Materials
- Office is maintained to professional standard and contracts are monitored

### **IT Database Management Support**

This covers the Contact Relationship Management System and Information on all those that have contact with the BID but in particular Levy Payers and Suppliers.

- Maintain a BID CRM (Contact Relationship Management System) database of Levy Payers, Contractors and Organisations that support and contribute to the BID.
- Maintain a good working relationship with Levy Payers that is professional and provides clear information as required on the BID, its procedures and requirements.
- Maintain the Quarterly Shop Count Figures
- Ability to use a variety of software packages including Microsoft office, spreadsheets, websites and relevant databases.
- Understanding of Social Media Platforms

### **Accounts and Sales Support**

This covers all aspects of managing invoices and filing of accounts information. Petty Cash and Direct Debit payments.

- Process all Invoices for Payment and log accordingly after payments have been authorised.

- Raise Invoices as required for the BID and ensure payments are received.
- To maintain a petty cash float.
- Maintain a good relationship with suppliers and provide clear information of the BIDs payment processes and requirements from suppliers when invoicing.
- Process bookings for Trade Stalls for specific events
- Process and raise invoices for the Bids Town Centre Trade Pitch.
- Invoicing of Sponsor and Advertisers

### **BID Management support**

This covers the administration support for BID meetings

- Produce Agendas, Minutes and book Meeting Rooms for the following Meetings
  - BID Board
  - Multiple Retailers
  - General Meetings
  - Forum Meetings

### **Events, Festivals & Projects**

The BID also runs as well as supports a number of Events, Festivals and Projects with administrative support and whilst some of this is within the scope of the role there is an opportunity for additional work covering specific Events, Festivals and Projects.

Our Volunteer Weyfarer Programme would be part of the job role to help administer.

### **Reporting Structure**

The Direct Line Manager is the BID COO.

The BID has a number of contractors employed on particular projects and events who will require administrative support but within the workload this must be agreed within your work programme. The BID COO is the point of call on this.