

We're
recruiting.

InExeter Manager



Opportunity: Work In Exeter.

IN

EXETER

InExeter Manager

A brilliant opportunity to lead one of the UK's Business Improvement Districts (BID) in a beautiful and historic city has arisen and we are seeking an ambitious person to drive it forward.

InExeter, are looking for a BID Manager to lead the organisation, which is in its 8th year. Heading a team of 4, the role will be to strategically lead the delivery of the projects in the 5-year Business Plan which fall under the Experiences, Welcome and Supporting headings and ensure that we deliver high quality projects demanded by our levy payers. A dynamic, creative, and forward-thinking organisation which supports 650 businesses, this is a wonderful opportunity for those currently in senior roles in placemaking or similar to make a real difference in a vibrant, fast growing, and ambitious city.

If you are ready to take on this exciting role and are interested in finding out more, please look at the attached job description and person specification as well as the website www.inexeter.com and our social media accounts @in_exeter.

For an informal, confidential conversation please call Ann Hunter on 07970 712 678.

Please send in your CV and a covering letter outlining why your skills and experience are suitable for the job based on the job description and which should be no more than 2 sides of A4 to info@inexeter.com. The deadline for applications is 11pm on Wednesday 31 May and the first round of interviews is likely to take place on Tuesday 6 June 2023.



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JOB DESCRIPTION: BID Manager

Responsible to: Chair and Board of Directors

Hours: 37.5 hours per week, Monday to Friday (occasional evening and weekend work may be required)

Based: InExeter offices, 22b Waterbeer Street, Exeter, EX4 3EH

Salary: Up to £55,000 dependent on experience

Annual Leave: 25 days plus bank holidays

Other Benefits: Optional private healthcare, mobile phone allowance, discounted parking

Term: Fixed term to March 2025 but to be renewed subject to a successful ballot outcome

Job purpose

To provide strategic leadership and management of InExeter, working with Business Improvement District (BID) levy payers, city centre partners and stakeholders. The BID Manager will ensure that the Business Plan is delivered in a professional, transparent, and cost-effective manner. To be flexible and adaptable in approach and in line with running a successful, high-profile organisation.

Background

InExeter is one of the larger BIDs in the South West serving over 650 commercial properties and with an annual levy income of around £500k. In the third year of its second five-year term, it aims to improve the trading conditions and environment for its levy payers by delivering projects determined by the businesses through consultation under three headings: Experience, Welcome and Support. Further details are available at www.inexeter.com. One of the key priorities is to drive a safe, experiential, and welcome evening and night time economy.

Key Responsibilities

- Lead and manage the business in a strategic and innovative way.
- Formulate strategies and delivery plans for all strands of the InExeter Business Plan.
- Engage, consult, and survey businesses ahead of Renewal planning in 2024.
- Deliver to a high standard, the projects and services set out in the Business Plan and to maintain and further develop a positive climate within which local and national business stakeholders will ultimately endorse the continuation of the BID at renewal.
- Support the Chair and Board of Directors, engaging and collaborating with them regularly and to ensure that the Board operates effectively and efficiently.
- Direct and manage the BID contracts and commitments.
- Act as the champion for the BID and its businesses and be the main Company point of contact for matters relating to the BID area through media interviews, proactive written commentary on relevant matters, responding to scrutiny and lobbying various public and private agencies.
- Develop and manage strategic and operational relationships with the key stakeholders involved in the city centre, in particular levy payers, local authority, county council, police, and third-party service providers.
- Deliver the KPIs set out in the Business Plan to the satisfaction of the BID Board.
- Ensure the proper and effective operation and development of the BID company.
- Work with Exeter City Council to ensure prompt, efficient collection, and payment of the annual BID levy.

- Ensure effective governance of the company and its work, including compliance procedures, legislation, data protection, risk management and Health & Safety.
- Continue to secure non levy income through private sector involvement, sponsorship, and contributions.
- Implement and manage effective procedures and processes to monitor the success and value of BID projects and services, ensuring credible and tangible evidence is available for the BID Board and levy payers.
- Financial management – with support from contracted accountants, ensure sound budgetary management, expenses and ensure compliance with proper financial controls and procedures.
- Organise BID Board meetings alongside the Chair, as well as any working groups, ensuring that agendas and papers are correctly sent out in an appropriate and timely manner, and that Terms of Reference, membership and their frequency are well managed.
- Lead and champion the evening and night time economy in Exeter, bringing ownership of the city centre after 5pm.
- Lead, manage, motivate, and develop the InExeter team including recruitment, training, development and appropriate succession planning.
- The postholder will need to be flexible and adaptable in their approach and duties. As well as the above, you will be expected to carry out any other reasonable activities as required by the InExeter board.

Person Specification

Required Education and Experience

- Qualified to degree level in Business Management, Place Management, Marketing or equivalent.
- Strategic and delivery experience at a senior level within a Place Management or large commercial environment – an understanding and working knowledge of city centre issues is required.
- Financial management, budget management and reporting of finances at a senior level.
- Demonstrable knowledge and experience of both public and private sector activities in city centres.
- Experience of successfully leading, managing, and motivating people.
- Effective presentation of Strategic and Operational planning to positively engage key audiences.
- Experience of developing and proposing business cases to a Board / Senior Management.
- Working knowledge of company and financial legislation in relation to limited companies would be an advantage.
- Excellent IT and Project Management skills – ability to use and adapt to a variety of IT/ office-based applications.
- Senior level experience in Marketing, Communications, Event or Place Management, City Centre Management would be an advantage.
- Knowledge and experience of the dynamics affecting the retail, leisure, office, public and other sectors that have an interest in the city centre.

Necessary Personal Attributes

- Ability to build and maintain strong working relationships with a diverse set of partners.
- Forward thinking and passionate individual bringing fresh thinking and innovation to the role.

- Excellent communication skills, both written and oral.
- High level of confidence and gravitas, strong influencing, and diplomacy skills with a can-do attitude.
- Demonstrable commitment to providing an exceptional customer service culture.
- Professional and personable, with an ability to connect and engage at all levels.
- Excellent leadership and motivational skills.
- Energetic, enthusiastic, and adaptable.
- An ability to prioritise and remain focused; to organise workloads effectively.
- Ability to engage and quickly establish productive working relationships at all levels.