



Bristol's City Centre Business Improvement District (BID).....exists solely to introduce significant improvements for the benefit of its levy payers.

Our partnership approach will develop a strong and successful environment enabling all organisations within the BID area to thrive.

Bristol City Centre BID Ambassador

Contract

Permanent

Working pattern/hours

37 hours per week between 8 a.m. to 8 p.m. Monday to Sunday including Bank Holiday working (some opportunities for part-time working).

Reporting to:

City Centre BID Manager

Salary

c. £18,500 p.

Purpose of job

You will be providing information and advice and acting as the eyes and ears of a caring city. In doing this you will build and maintain positive relationships that will support the Business Improvement District and its initiatives. All of this will improve the safety, welcome and look and feel of the city centre whilst promoting its success and acting in the best interests of BID levy payers.

(A Business Improvement District is a private sector led initiative within a defined area. The business rate payers in that area agree through a ballot to pay a levy for a fixed period of time to fund specific agreed projects that will substantially improve the area. More information is available at www.bristolcitycentrebid.co.uk)

Principle Accountabilities

- Present a proud and positive image of the city and the City Centre BID
 - Work to build and maintain caring and positive relationships with businesses, employees, residents, students and visitors.
 - Communicate clearly in your speech and written communications.
 - Ensure that you make the best use of technology to deliver your role - including a Microsoft Office programs and a bespoke package developed for the BID
 - Respond positively to questions and issues raised by levy payers, colleagues and supervisors
 - Work to the allocated daily plan.
 - Gather and communicate accurate and relevant information in accordance with the agreed processes.
 - Share information with relevant agencies in compliance with legislation.
 - Use social media to support the aims of the BID.
 - Using appropriate First Aid techniques where required.
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General

- Wear, maintain and take pride in your appearance and the provided uniform.
- Demonstrate willingness to be flexible in your approach to work.
- Uphold our guiding principles of 'Responsiveness' and 'Value for Money'.
- Portray a positive image of the BID in everything you do.
- Carry out duties in compliance with our Equal Opportunities policies.
- Be responsible for your own safety whilst ensuring that you do nothing that endangers others by your acts or omissions.

EMPLOYEE SPECIFICATION

POST: BID Ambassador

Based: Bristol city centre

ESSENTIAL – Must have	DESIRABLE – Should have	ADVANTAGEOUS – Could have
<p>Excellent communication skills (interpersonal and written).</p> <p>Positive attitude to resolving questions and problems</p> <p>Ability and willingness to develop excellent local knowledge of the Bristol city centre BID area.</p> <p>Willingness to learn and use First Aid techniques.</p> <p>Evidenced ability to confidently communicate and build relationships with a wide variety of different stakeholders .</p> <p>Persistence in finding out difficult to obtain information/data.</p> <p>Experience of working on own initiative.</p> <p>Good organisational skills and ability to work quickly with limited supervision.</p> <p>Willingness and ability to work outside in all weathers all year round.</p> <p>Pride in appearance and insight into the impact of appearance on the first impressions of others.</p>	<p>Demonstrate a good local knowledge of the Bristol area.</p> <p>An understanding of the issues faced by businesses.</p> <p>Experience in a people-facing environment where service is a priority. OR Demonstrate knowledge and understanding of the importance of great customer service (combined with a willingness to learn and develop experience in this area).</p> <p>Ability to use email and basic word processing in Microsoft Office products.</p>	<p>Experience in working within the service or caring sectors.</p> <p>Experience in working with others to deliver excellent outcomes.</p> <p>Ability to use social media platforms effectively.</p>

SPECIAL CONDITIONS

This post may require occasional weekend and evening working.