

# Administrator

Join the exciting Canterbury Business Improvement District as team Administrator.

## Canterbury Connected BID Description

Canterbury Connected Business Improvement District (BID) is an independent, business-led, not-for-profit initiative voted for by the businesses of Canterbury on the 18th July 2014. One of more than 250 BIDs across the UK, including more than 50 in London, Canterbury BID is the only one in Kent. Nationally, more than 80,000 businesses invest over £200 million in their local communities as BID levy payers to make them better places in which to do business. In Canterbury, the BID collects around £490,000 in levy each year from the 650 levy paying businesses and a further £70,000 in other income like voluntary contributions, a service level agreement with the Council and commercial income. Over the 5 years of the BID term, around £2,800,000 will have been invested in the Canterbury Connected BID area. Our mission is to make the city centre a vibrant, exciting, well connected and successful business community; an attractive, clean, green, safe and enjoyable destination for customers and clients, shoppers and staff, residents, students and visitors; a profitable place in which to do business.

## Job Description:

As BID Administrator, you will be required to provide day to day administrative support to ensure the office runs smoothly. You will support the Chief Exec, Operations Manager, Marketing & Communications Manager and Sales Exec, to include office administration, marketing support and event support. You will have experience working in a fast-paced office environment and you will be proactive, capable, positive and reliable.

## Office administration

- Act as personal assistant to the CEO, including managing the diary, helping with correspondence and booking meeting rooms;
- Collect, entering and maintain the BID's database (BIDBase) on a daily basis;
- Process invoices, expenses and reconcile monthly credit card statement;
- Use a variety of software packages, such as Microsoft Word, Excel, Outlook, PowerPoint, to produce correspondence and documents and maintain presentations, records, spreadsheets and databases;
- Book rooms and conference facilities;
- Organise and store paperwork, documents and computer-based information
- Answer the phones and answer queries
- Proficiency in the use of email systems (eg, Mail Chimp);
- Attend meetings, taking minutes and keep notes;
- Keep the office tidy.

### Marketing support

- Keep the Canterbury Annual Calendar up to date
- Promote the MyCanterbury platform, including assisting with the preparation and promotion of the City Guides and weekly emails, and support businesses in developing their presence on MyCanterbury, including the administration of business listings and promotions.
- Help promote events the BID organises – Medieval Pageant and Christmas Lights Switch On – and events the BID supports, using the Annual Calendar as a guide.
- Help with social media and digital campaigns.

### Communications support

- Maintain and update websites and internal databases;
- Create and send monthly e-newsletters and event invitations to businesses in the BID area
- Assist with updating social media channels (daily/weekly tweets and posts)
- Prepare updates for BID Ambassadors

### Event support

The BID holds two public-facing events each year: Christmas Lights Switch-On Celebration and Medieval Pageant, as well as a number of events for businesses, such as monthly networking, the Annual General Meeting, the Evening and NightTime Economy Conference and occasional evening training events. We use an event organiser for the public-facing events and the Marketing & Communications Manager is responsible for business events.

Event management support would be:

- Assist with promoting the event to Levy Payers
- Liaise with venue about set-up and catering
- Communicate with invitees and collect RSVPs
- Help prepare documents and presentations for the event.

### Other duties may include:

- Manipulating statistical data including the preparation of city centre reports
- Arranging both in-house and external events
- Any other reasonable administrative duties

### Essential skills and qualities:

- At least 2 years' experience in a similar position within an administrative/office environment
- Strong organisational skills and attention to detail
- Excellent IT skills including Word, Outlook and Excel
- Ability to multi-task, set priorities, manage own time and workload and meet deadlines in a fast-paced environment
- Ability to accept and understand instructions
- Oral and written communication skills
- Tact, discretion and respect for confidentiality
- Pleasant, confident telephone manner

- Team working ability
- Reliability and honesty
- Sound numerical and financial ability
- Commitment to the work of the Canterbury Connected Business Improvement District
- A confident personality and sense of humour is essential

**Desirable experience:**

- Project-management skills
- Good networking skills
- Experience with databases

**Hours of work:** 5 days a week, Monday-Friday, 9-5:30 with some evenings and weekends for events (time off in lieu provided).

**Reports to:** The BID Administrator works across the whole BID team and is line managed by the CEO.

**Further details**

For more information about the BID visit [www.canterburybid.co.uk](http://www.canterburybid.co.uk)

**How to apply**

Please send a covering letter and current CV to [recruitment@canterburybid.co.uk](mailto:recruitment@canterburybid.co.uk)

**Closing date**

Friday 10th November.

Interviews will take place the last week of November.