

Canterbury BID Ambassador Job Description

Canterbury Business Improvement District (BID) – Background:

Canterbury BID is a business-led and business-funded partnership which aims to make improvements to Canterbury city centre. We represent over 600 businesses and deliver a variety of projects to help make Canterbury a vibrant, exciting, well connected and successful business community, and an attractive, clean, green, safe, enjoyable destination for everyone.

To find out more information about BIDs, see The BID Foundation website: placemanagement.org/the-bid-foundation/ and for Canterbury BID: canterburybid.co.uk

Introduction to the BID Ambassador service:

Canterbury BID employs full time City Ambassadors to help in all aspects of the BID's work. The team is deployed 7 days a week, so we always have an Ambassador on duty, including weekends and Bank Holidays. The Ambassadors are instantly recognisable in their uniform and are available to help wherever they can. Their duties are:

Building relationships: The Ambassadors are available to visit all businesses within the BID Area, both on a scheduled basis and an adhoc basis, providing a vital link between businesses and organisations within the BID area and Canterbury BID, to ensure that businesses are getting the best out of the BID services and projects.

Reporting: They are the eyes and ears of the BID and report various environmental and other issues in the City Centre, so that collectively we can ensure that Canterbury is the best it can be for businesses, staff and all users of the City Centre. They record what they see in the city on their handheld devices so that we can produce data and reports about what is happening and work to resolve issues. This way they can virtually immediately report any issues to the local authorities and other relevant agencies.

Connecting: work with statutory services (Canterbury City Council, Kent County Council, Kent Police) to highlight any issues that may cause concern for businesses to try to resolve them, such as graffiti, litter, illegal street trading, faulty street lights, broken pavements and anti-social behaviour.

Welcoming visitors: provide a welcoming service for visitors, staff and residents by answering questions, signposting to cultural activities and locations, tourist attractions, shopping areas, places of interest and events, and generally helping to make every visit to Canterbury a pleasant, enjoyable and memorable experience.

Job title:

Canterbury BID Ambassador

Location:

Canterbury city centre

Reports to:

Ambassador Team Leader

Who are we looking for:

We are looking for a confident, dependable person with excellent customer service skills and diplomacy. The role involves liaising with different types of stakeholders: businesses owners, the local authority, the police and members of the public. The successful candidate will be able to work on their own and as part of a small team, so self-motivation, a good sense of humour and strong communication skills are crucial. Interest in the local area and its businesses, and knowledge of Business Improvement Districts would be advantageous. No specific experience is necessary to apply for this role as full training can be given to the right candidate.

You would also need to be physically fit, as the role involves walking up to 10 miles a day and your duties are performed mainly outside.

The general day to day tasks include patrolling the city centre within a defined geographical area; checking for issues like graffiti, fly-tipping and rubbish in order to report these to the responsible organisations; and checking in with businesses and responding to their needs. This could be anything from helping them report an issue, to gathering information from them for promotional purposes to simply passing on a message. You may be required to report or follow up on things such as anti-social behaviour, business trends, footfall and city performance.

Advanced skills in using laptop/ smart phone and Office 365 are required.

Job type:

Full time or part-time, Permanent

Hours:

5 days a week including either Saturday or Sunday,
8:45am to 17.45pm Monday to Saturday (45min lunch break & 30min tea break),
9:15am to 15:15pm Sunday (30min tea break),
Hours may vary during busy periods and occasional evening working.

Salary range:

£18,000 - £20,000 gross per annum

Benefits:

- Pension
- Sick pay
- Free uniform, phone and laptop