



VACANCY

Business Support and Engagement Officer

Title: **Business Support and Engagement Officer**

Reporting to: **Marketing and Communications Manager and BID Director**

Location: **Inverness City Centre**

Hours: **21 per week**

Salary: **£23,887.50 per annum** (pro-rata based on FT of 37.5 hour week)

Contract: **Fixed term to 31st March 2023**

Start Date: **TBC**

Closing Date: **Friday 29th July at 12 Noon**

Application Process: Please complete the **BID Application Form** and return it to: info@inverness.uk.com before the closing date and time.

Role Summary

The Inverness City Centre Business Improvement District (BID) Business Support and Engagement Officer will help with the delivery of our business plan including to ensure this is implemented in a professional, inclusive, transparent and cost-effective manner. The post holder will engage with our city centre businesses and other stakeholders as required and on a regular basis including to highlight new initiatives and opportunities, for ongoing consultation purposes, data collation and will help BID to address, as far as possible within the remit of our organisation, the priorities of our key stakeholders for action. The post holder will be responsible for updating and maintaining an accurate data base of information, and may undertake other tasks which are commensurate with the grade, scope and purpose of the role.

Job Responsibilities

1. To assist with the effective delivery and implementation of the BID business plan including in respect of assisting with new opportunities, new and existing projects as required and to assist with tasks related to the BID renewal ballot in 2023.
2. To maintain, engage and further develop a positive relationship with our city centre businesses to obtain their feedback and views in respect of BID priorities and initiatives when required to need objective 1.
3. To engage with other key stakeholders, as required with the overall aim of helping BID to represent the views, priorities and needs of our city centre business levy payers.
4. To update, maintain and develop our internal data base(s) and to assist with the implantation of efficient office systems as may be required.
5. To assist the BID Director and the Marketing and Communications Manager with other tasks commensurate with the role and grade in respect of strategic issues, event hosting and system co-ordination.

Person Specification

Essential criteria:

- Demonstrable experience of engaging with multiple stakeholders and ability to develop ongoing positive and productive relationships with stakeholders and key partners as required.
- Experience of collating and gathering of an array of statistical and other information.
- Developing, maintaining and implementing best practice for the recording and analysis of data information.
- Experience of the evaluation of data including demonstrable ability to collate information in an accessible format and of writing reports.
- Experience of being able to undertake a variety of tasks commensurate with the effective operation of data processing in line with GDPR guidance, and implementation of efficient office processes and procedures as required.
- Excellent IT skills particularly in respect of the use of MS Word, PowerPoint and Excel.
- Excellent people skills and ability to problem solve and be solution focused.
- Experience of co-ordinating task specific and responsive workload demands successfully.
- Able to demonstrate a methodical and efficient approach to work which further constitutes a positive 'can do' attitude.
- Able to demonstrate successes in respect of project or event co-ordination and ability to ensure that any time deadlines or statutory/other requirements are met in full.
- Ability to be responsive and ability to identify any areas of further development and opportunity when needed.
- Ability to work on own initiative when required but also as part of a team.
- Demonstrable ability to assimilate complex information and able to prioritise when there may be competing demands.
- Excellent level of numeracy and literacy, excellent customer service skills and a positive 'can do' attitude.

- Excellent communication skills and the ability to deal with a wide range of people in an effective and professional manner.
- Ability to be flexible and responsive in order to support the BID team and colleagues with a variety of tasks as and when required.

Desirable criteria:

- Experience of working in a busy office and/or of running a business.
- Understanding of the role of BID and what the aims and objectives of our organisation are.