



Job Description

Job Title:	City Centre Manager	Responsible to:	Chief Executive
Grade:	Senior Management		
Section:	Central Services		
Location:	1 Castle Yard		

MAIN PURPOSE OF THE JOB

To champion the interests of city centre stakeholders, including residents, landlords, BID levy payers and visitors, within the Company to ensure that as a destination it achieves its full potential as a vibrant and attractive sub-regional centre.

KEY TASKS AND RESPONSIBILITIES

1. To oversee the management of the city centre in partnership with relevant Council officers, where appropriate and according to agreed protocols, through consultation with stakeholders and internal service providers
2. To monitor and evaluate the delivery of services to the BID through active liaison with city centre levy payers, targeting and delivering improvements as required.
3. To actively communicate, promote and brand BID funded services and products to both levy payers and city centre visitors.
4. To identify, develop and implement new products and services within existing BID budgets and proactively target performance improvements and new initiatives.
5. To contribute to the development of and where appropriate manage operational aspects of the Meantime strategy.
6. To actively collect and refer intelligence on vacant lettings and enquiries on occupancy to Council, private sector and CV One colleagues to maximise occupancy levels and improve the product offer.
7. To feed back to internal suppliers on any shortfalls in service delivery or requirements to refocus resources.
8. To promote creative and innovative ways of tackling problems, ensuring services are user focused and developed to meet the needs of a diverse city centre community.
9. To provide secretarial and support services to the BID sub-committee and Business and Retail Forum.

10. To develop a three year strategy and action plan to ensure the achievement of a successful renewal ballot.

11. To carry out any other duties required by the Chief Executive or CV One board which are consistent with those listed above and appropriate to the title and grade of the post.

Name _____

Signed _____

Date _____