

Groundwork Cheshire Lancashire & Merseyside (GCLM)
Job Description & Person Specification

Job Title:	BID Project Manager
Service:	Business
Hours of work:	Full time - 36.25 hours per week
Pattern of work:	Flexible start and finish times to be agreed with line manager to (include 45 mins for unpaid lunch break)
Office base:	Permanent Office Base - Northwich, Cheshire.
Work locations:	Cheshire.
Salary:	Full time £25,546 - £33,512 per annum (based on skills and experience and pending evaluation)
Reporting to:	Deputy Director (Business Team)
Responsible for:	N/A
Type of Contract:	Permanent
Benefits	Aviva Auto Enrolment Pension Scheme Annual Holidays - 25 days + 1 additional day for Christmas Closure + Public Holidays (x8) - pro rata for part time staff Flexible working arrangements, depending on the needs of the role Employee Assistance Programme Regular supervision and support

BACKGROUND

1. The role's function is to manage a range of activities and projects delivered by the trust to clients and stakeholders of the business team.
2. The function will have a large focus on our work with Business Improvement Districts, however may also incorporate where required wider business support services.
3. For more information about the organisation, service or project please see www.groundwork.org.uk/sites/clm.

SCOPE OF THE ROLE

1. Develop and implement annual programme of projects and services to meet the requirements of Groundwork's BID contracts and the requirements of our clients.
2. This will incorporate business engagement, marketing, communication and event / training course / seminar activities within the business team.
3. The role will involve the successful management of a range of relationships with stakeholders, clients and suppliers to deliver the aims and objectives of each BID.
4. The role will be part of a wider team of staff employed by Groundwork to enable the delivery of business projects and BIDs including HR support staff, financial management staff, ICT, project co-ordinator staff and the business team management team (Director and Assistant Director).
5. Good organisational skills, use of initiative and a flexible approach to work will be essential to enable the role to support the wide range of service objectives.

MAIN DUTIES & RESPONSIBILITIES

Marketing, Communication and Relationship Management	<ol style="list-style-type: none"> 1. To act as an ambassador for Groundwork and our projects locally, regionally and nationally and be an advocate for our projects and services including Business Improvement Districts. 2. Develop and deploy a high quality and effective marketing, communication and relationship (MCR) management strategy for each project to ensure excellent communication of project aims, objectives, benefits and achievements. 3. Develop and maintain pro-active and effective relationships with a wide group of customers, partners and stakeholders, including, but not limited to Businesses, BID Executive Board Members, Council Officers and Members and wider stakeholders. 4. Ensure that Groundwork's customer relationship databases are fully utilised, kept up to date and maintained for every intervention made through your project (s). 5. Fully utilise the range of communication tools / processes available in the development and delivery of project MCR strategies including presentations, hard copy and electronic news letters, annual reports, bespoke emails, social media and websites. 6. Liaise with funders, relevant partners, clients and consultants in the public, private and voluntary sectors, ensuring the highest quality of communication at all stages of project delivery. 7. Market and promote the BID areas as a place to invest introducing inward investors to property owners and landlords and maintaining an up to date listing of available property to rent/buy/let within the BID area.
Project /Task Management, Finance and Resource Management	<ol style="list-style-type: none"> 1. Produce and implement annual project delivery plans clearly identifying aims, objectives, timescales, budgets, tasks with associated roles and responsibilities ensuring compliance with the Groundwork Trust's Project Management System. 2. Effectively manage consultants, contractors and organisations applying for funding to ensure appropriate levels of capacity and skills are available to deliver BID projects in line with the business plan targets (financial and output) for each BID project. 3. Ensure all funding and resource used within projects is allocated appropriately and achieves the best outcomes, and demonstrates best value. 4. Ensure funding awards or contracts with suppliers of services are clearly documented and approved by the Assistant Director for BIDs. 5. Effectively manage the BID thematic groups and project or sector groups 6. Manage the completion of regular project performance updates including project accounts and output information reporting this to Groundwork management and relevant project stakeholders / funders e.g. BID Boards through the completion of Board reports and presentations. 7. Follow documented procedures and accepted Groundwork Trust ways of working in order to ensure that projects are delivered on-time, to budget, in line with customer and funders requirements. 8. Support the production of annual reports and accounts for projects. 9. Manage meetings and events as required to deliver projects and services, ensuring that clear and auditable records of BID meetings and decisions are generated and shared with communities in a timely manner as required. 10. Ensure all projects/initiatives are delivered to consistently high standards and provide positive and productive experiences for all project beneficiaries. 11. Ensure the effectively management of BID projects and services including events and festivals.

People Management	N/A
Monitoring & Evaluation, Reporting	<ol style="list-style-type: none"> 1. Manage and report on the collection of appropriate output/outcome data utilising the systems provided by Groundwork. 2. Manage the completion of annual customer feedback surveys and ensure an appropriate programme of customer care visits is implemented. 3. Manage the delivery of consultations and surveys of clients and stakeholders as required for projects.
General	<ol style="list-style-type: none"> 1. A requirement of the role will include supporting/buddying other BID Project Managers within the BID Team during periods of absence, annual leave, or specific project requirements
ORGANISATIONAL RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Investors in People - Groundwork Cheshire Lancashire & Merseyside is committed to maintaining its Investor in People (IIP) status and you are expected to support the ongoing development of IIP. 2. Health & Safety - All staff and volunteers have responsibility for ensuring that their working environment is healthy and safe and that staff and volunteers for whom they are responsible for, or working with, are not placed at risk. All staff and volunteers will be expected to familiarise themselves with and adhere to the current Health & Safety Policy. 3. Equal Opportunities & Diversity - Groundwork Cheshire Lancashire & Merseyside strives to be an equal opportunities employer and operates an Equal Opportunities policy. It also recognises the benefits that a diverse workforce brings to the organisation and welcomes this. 4. Data Protection - Groundwork Cheshire Lancashire & Merseyside endeavours to comply with the Data Protection Act 2018. It may be necessary to disclose personal data to funding bodies - where a role is funded externally - in order to comply with their funding requirements. If this applies to you we will inform you about what information is shared. 5. Personal Development - All staff and volunteers will be expected to participate in a broad range of personal development activities in line with best practice and take responsibility for identifying own learning needs in order to fulfil the requirements of the role and support career progression. 6. Corporate Training - All staff and volunteers will be expected to attend and fully participate in the Trust's Corporate Training Programme.

Note:

This is a description of the job as it is currently envisaged at the date noted in the footer. It is the Trust's practice to review, from time to time, employee job descriptions and to revise them to ensure that they relate to the job that is being performed and/or to incorporate any changes being proposed. Any changes will be led by your line manager in consultation with you and any amendments will be approved by the relevant Service Director. You will have the opportunity, and are expected, to fully participate in such discussions. This job description is broad-based and is not intended to be an exhaustive list of all possible duties, as it is recognised that jobs may change over time. Should the duties change significantly, the post and salary level will be fully reviewed.

Person Specification (requirements to carry out this role)

	Essential (E) Desirable (D)		Assessment Method
Education, Training & Qualifications			
GSCE qualifications at Grade C or above in English, Maths or equivalent	E		A
A Degree or equivalent in a relevant discipline e.g. Place marketing, BIDs or economic development qualification		D	A
Training courses / qualifications in place marketing, BIDs or economic development qualification		D	A
Experience			
Proven experience of managing projects	E		A/I/P
Proven experience of managing contracts and relationships with clients and suppliers	E		A/I/P
Experience of Managing Business Improvement Districts or placebased services / projects e.g. retail parks, business parks, town centre management		D	A/I
Utilising ICT to manage data collection, communications in particular on-line tools including CRMs, survey tools, e-marketing tools, websites		D	A/I
Experience of managing budgets	E		A/I
Experience of resource management	E		A/I
Experience of generating income		D	A/I
Experience of working in a multidisciplinary environment with partners from public and private sectors	E		A/I
Experience of working with a range of organisations to influence opinions and behaviours	E		A/I
Experience of planning and of delivering events and or festivals including legal compliance and H&S requirements		D	A/I
Knowledge			
Knowledge and awareness of BIDs in relevant settings e.g. business parks / town centres.		D	A/I
Understanding of Town Centre / Business Park Management and the role of Town Centres / Business Parks in place making and economic growth		D	A/I
Knowledge of General Data Protection Regulations (GDPR) in the context of BID project management		D	A/I
Skills and Abilities			
Proven ability to work with and gain the co-operation of a wide range of people and organisations	E		A/I
Effective communication skills and the ability to communicate complex issues both in writing and verbally	E		A/I
Ability to manage own work loads, deal with conflicting demands and deadlines.	E		A/I
Ability to produce clear, concise and effective written reports	E		A/I

Strong conflict management and negotiation skills	E		A/I
Ability to analyse and present complex quantitative and qualitative information		D	A/I
A creative approach to marketing, events and service delivery		D	A/I
Personal Qualities and Commitments			
A commitment to understand and follow all GCLM Core Policies in all work practices.	E		A
A demonstrable commitment to the aims and objectives of Groundwork, ensuring awareness of the up to date Mission and Vision Statements.	E		A
Willingness to support the service team out of hours, including occasional evenings, early mornings and weekends, as and when required.	E		A
Willingness to attend departmental/trust meetings/training events as and when required.	E		A
Access to own transport to fulfil your role.	E		A

Assessment Key:

A (application form), **I** (interview), **P** (presentation), **E** (exercise), **R** (role play)

Note to applicant:

Should you have any questions about the assessment methods, please do not hesitate to contact Human Resources on 01942 821444 who will be happy to answer any questions and/or address any special requirements.

Employee: (name in caps)	Employee: (signature)	Date: (signed)