



Job Description: Jewellery Quarter BID Ambassador Supervisor

Overview

The Jewellery Quarter Business Improvement District (JQBID) is a defined area within which the local business community works together to deliver projects and services that improve the business environment and the experiences of visitors and service users.

The JQBID is operated by the Jewellery Quarter Development Trust (JQDT), an independent community interest company (CIC) that is committed to the area's ongoing improvement.

The JQBID is principally funded through a levy that's set at 2% of the Rateable Value (RV) of non-domestic premises that are valued over £10,000 within the BID area. A map of the BID boundary can be found on the Jewellery Quarter BID website www.jewelleryquarter.net/jqbid

Job Purpose

To deliver the aims and objectives of the BID through supporting businesses and providing visitor support.

Job title	Jewellery Quarter BID (JQBID) Ambassador Supervisor
Salary	9.50 p/h
Reporting to	JQDT Executive Director
Responsible for supervising	JQBID Ambassador
Hours of work	Up to 30 hours per week (Monday- Friday)
Annual leave	20 days paid leave per annum plus statutory bank holidays, resets every calendar year (Jan – Dec). Leave cannot be carried over.
Period of Contract / Notice	The post is funded through the Jewellery Quarter Business Improvement District, which runs until August 2022 and is therefore fixed term until such date. Notice period – 1 month
Probation period	The fixed appointment is subject to the completion of a 6- month probation period.

Job Summary

To liaise regularly with BID businesses to build a rapport with them, promote BID activity, and gather information on any issues or concerns as well as feedback on the impact of BID activity.

To ensure you are always aware of the up to date information on JQBID projects and activities and promote these to JQBID businesses and other stakeholders at every opportunity.

To monitor the street scene and identify any issues including damaged lamp columns, graffiti, fly tipping etc.



Key Responsibilities

- To improve the visitor experience by providing a welcoming presence, information on the area and assisting with any concerns or issues they may have.
- To supervise Ambassador within the Ambassador Team.
- To be proactive and passionate about supporting the JQ business community.
- To patrol the BID area daily and deliver JQBID literature.
- To provide daily feedback on information provided and views and feedback from businesses are encouraged.
- To monitor and log relevant issues using platforms such as Geopal.
- To produce activity and incident reports for wider JQBID team.
- To undertake regular footfall monitoring and survey work.
- To work with our partners Birmingham City Council and West Midlands Police to improve the look and safety of the local area.
- Share intelligence with the police and other relevant bodies as and when required.
- To give assistance as directed at special events and festivals.
- To participate in additional projects as determined by the JQBID.
- To provide support to the JQBID Clean Team when required.
- To deliver other activities outside of the above scope of work as and when necessary.

Key Skills required

- You will be positive and energetic.
- Have a friendly, respectful and helpful manner.
- Have the ability to stay calm in changing situations.
- Possess an excellent knowledge of the local area.
- Self-motivated.
- Be able to use and work from your own initiative.
- Have excellent communication and listening skills.
- Be able to deliver a first-class standard of customer service.
- You will be physically fit and take care of your appearance.
- You are prepared to work in all-weather conditions with appropriate clothing.
- You are a team player.
- Have a flexible approach to the working week.

Relationships

Reports to JQDT Executive Director.

Physical conditions (work locations, hours, flexibility, overtime)

The post holder will be based at the JQBID office, Studio 508F, The Big Peg, 120 Vyse Street, Birmingham, B18 6NF. The post is up to 30 hours per week, and it will be necessary for the post-holder to adopt a flexible approach to the job and work the hours to suit the needs of the service which will include some, evenings, weekends and occasionally bank holidays. Overtime is not usually paid, time in lieu may be given in some circumstances.