

**Job Description****Title:** Corporate Responsibility Manager**Remuneration:** £30,000- £34,000**Hours of work:** Full-time: 35hrs/week. 9am – 5pm Monday – Friday with some evening and early morning working required.**Location:** Better Bankside, Bankside Community Space, 18 Great Guildford Street, London SE1 0FD**Reporting to:** Deputy CEO**About Better Bankside**

Better Bankside is a Business Improvement District (BID) in Southwark, London. Its aim is to make Bankside a thriving place to work, live and visit and, ultimately, to become the 'best neighbourhood in the world'. Better Bankside was formally established in 2005 and was the third BID in the UK.

A Business Improvement District (BID) is an independent, business-owned and led company, which seeks to improve a given location for commercial activity. Better Bankside's members are the 650+ companies in the BID area (between Hatfields in the west and London Bridge in the east, and south from the River as far as Union Street, Borough Station and Webber Street) who pay its annual 'levy'. Many of these are heavily involved in the governance of the company.

**Job Overview**

Better Bankside was the first Business Improvement District in the UK to create a dedicated Corporate Responsibility (CR) post almost ten years ago. Our strong links with the local community have enabled the CR programme to grow and flourish in the intervening years into a service that is greatly valued by member businesses and highly regarded by community partners:

- The unique 'Events Academy' youth summer work experience programme is in its 9<sup>th</sup> year, with an impressive roster of over 50 alumni
- 75 businesses took part in our annual Christmas appeal in 2016, donating over 4,500 gifts to homeless and vulnerably housed adults
- Four Community Partner organisations, selected to receive funding and dedicated support from Better Bankside members, receive unrivalled access to the local business community over a three year period
- We have forged a successful partnership with two neighbouring BIDs to deliver EmploySE1, the first cross-BID employer-led local recruitment service

Our broad and varied CR programme aims to enhance member businesses' social, economic and environmental performance, contributing to Better Bankside's ambition of becoming the 'best neighbourhood in the world'. The programme has a community engagement focus: facilitating lasting, mutually beneficial partnerships between businesses and community groups, supporting local community sector infrastructure and strengthening the coherence between business and other community stakeholders. However, we also support businesses to improve their environmental performance through, for example, recycling, surplus food redistribution and air quality initiatives and

their economic impact through, for example, the EmploySE1 local recruitment service.

The Corporate Responsibility Manager needs to take this leading-edge programme to the next level: successfully delivering an innovative suite of services that is guided by the aspirations of businesses and the needs of the local community. The CR Manager inspires member businesses and their employees to participate, driving increased takeup and impact year on year. Independent research commissioned in 2016 showed that 38% of member businesses do not have a dedicated CR staff resource. Better Bankside's CR programme increases the corporate responsibility and - particularly - community engagement capacity of our member businesses, effectively acting as a proxy CR department for businesses ranging from the Financial Times and Hilton to small and medium sized businesses across all sectors.

The incumbent leaves this post to take up an in-house CR role at a FTSE100 listed company. Better Bankside prides itself on supporting the professional development of our people.

### **Responsibilities**

- Manage and administer the Corporate Responsibility Theme Group. Work closely with the Chair to plan meeting agendas; provide regular updates to the group and seek their input from on the programme; prepare and circulate papers; minute meetings
- Facilitate links between member businesses and charities/ community groups in Bankside, and particularly the chosen Community Partners with the aim of creating lasting partnerships.
- Working with the CR group, identify and develop new CR opportunities that enhance the social, environmental and economic responsibility of member businesses, in line with the aims of the five-year business plan. EG team and individual volunteering; in-kind support for charities; skills-based volunteering; environmental campaigns; employability initiatives. Broker takeup of these by businesses and employees and monitor outcomes.
- Develop and maintain solid relationships with key community organisations in Bankside including the Local Authority, local residents' groups, well-established charities and grassroots community groups
- Manage relationships with Community Partners: meet with them regularly and review the partnerships annually. Coordinate the selection of new partners when the current funding round ends (March 2019)
- Seek out and promote new ways of connecting local businesses with the community, in particular through volunteering and in-kind support. Current examples include the London Evening Standard- funded 'Borough Delivers' surplus food redistribution scheme with partners Plan Zheroes and Borough Market and the regular Better Bankside gardening club. Increase the overall rate of participation year on year
- Take the highly successful 'Events Academy' summer work exposure programme for young people forward, with the aim of increasing its impact and maximising the opportunities for businesses to get involved. Manage operational delivery of the programme through a temporary, part-time project manager
- Coordinate all aspects of Better Bankside's annual charity Christmas gift appeal 'Together at Christmas'
- Devise and deliver a creative programme of business events that drives employee and business participation in community engagement, environmental and employability activities

- and that helps build a local culture of community engagement: EG annual networking event; business briefings on CR topics; participation in national volunteering initiatives
- Liaise closely with the EmploySE1 Manager to ensure that this flagship cross-BID local recruitment initiative is integrated and monitored within the CR programme and business plan
  - Offer ad hoc support to business members wishing to develop their CR offer
  - Maintain an up to date understanding of the CR aspirations of Better Bankside member businesses and the needs of the local community, including carrying out or commissioning research as appropriate
  - Maximise participation in the CR programme using channels such as the monthly Bankside Bulletin, Better Bankside's website and social media
  - Explore opportunities for providing online corporate responsibility and community engagement support to businesses, including re-evaluating Better Bankside's existing Corporate Responsibility Business Toolkit and Community Connections forum and evaluating products available from third parties
  - Attend in-company employee benefit sessions to provide information about local opportunities for volunteering and community involvement

### **Person specification**

The ideal candidate will be passionate about working with businesses from a range of sectors to enhance their corporate responsibility. The CR Manager is a personable, confident communicator with the ability to identify and respond to the needs of businesses, voluntary sector organisations and other stakeholders. The CR Manager can evidence solid relationship-building skills, the ability to deliver projects to time and budget and a flair for creativity and innovation.

### **Required skills and competencies**

- Excellent written and oral communication skills. Able to interact and communicate professionally and confidently with a range of business, public sector and community stakeholders on email, telephone and in person (Essential)
- Highly skilled at managing and developing relationships with people from a range of backgrounds and organisations (Essential)
- Organisational skills to comfortably tackle multiple projects and objectives, prioritising workload and working to tight deadlines (Essential)
- Project management, business planning and budget management skills (Desirable)
- Knowledge of Business Improvement Districts, local and central government and their structures and relationships (Desirable)
- Understanding of the issues facing business and resident communities in relation to redevelopment and regeneration (Desirable)
- Good working knowledge of Corporate Responsibility in the context of both large corporations and small and medium sized enterprises (SMEs) (Desirable)
- Interest in Bankside as an area to live, work and visit (Essential)
- Confident user of MS Office (Essential)
- Awareness of equal opportunities and Health & Safety (Essential)

### **Relevant experience, interests and education**

- Five years relevant post qualification work experience with a degree OR eight years relevant work experience (Essential)
- Solid experience of developing and managing relationships with a range of businesses, charities and other stakeholders (Essential)
- Experience facilitating links between businesses and charities and promoting corporate responsibility and community engagement opportunities to businesses (Desirable)
- Experience of working with the charity / voluntary sector (Desirable)
- Line management of direct reports (Desirable)
- Using customer relationship management databases (Desirable)

### **How to apply**

To apply, send:

- Your **CV** describing your relevant educational and employment experience
- **Personal statement** (max. 2 sides) on why you want the job, and your suitability for the position
- Completed **Better Bankside equal opportunities** monitoring form to Danielle Cohen, Deputy CEO: [dc@betterbankside.co.uk](mailto:dc@betterbankside.co.uk)

Applicants must be able to demonstrate that they have the right to work in the UK.

**Closing date for applications: 9am, Tuesday 8<sup>th</sup> August 2017**

**Interviews: w/c 14<sup>th</sup> August 2017**

**Start date: Immediate**

**Incomplete applications will not be considered. We regret that owing to the high level of response expected we will not be able to contact applicants that are not shortlisted for interview.**