

Job Description

| | |
|-----------------------|--|
| Title: | Business and Community Assistant |
| Remuneration: | £20,000 pa |
| 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: | Business and Community Manager |

Job Overview

The Business and Community Assistant helps Better Bankside achieve its vision of being the ‘best neighbourhood in the world’ by delivering a programme of member events and activities that facilitate networking between businesses and links with community organisations, creating a thriving community that adds value to BB membership. The Business and Community Assistant is the first point of contact at the organisation for members and the public, and helps ensure effective engagement with members and community groups on a day-to-day basis while also managing office administration duties.

Responsibilities

Customer Relations

- Organise business information, networking and community engagement events, including sending invitations, collecting RSVPs, ordering catering and making name badges
- Coordinate the Wellbeing @ Work programme of events and manage the W@W web portal
- Deliver employee walking programme, working with the Travel Planning Coordinator
- Coordinate the annual Together at Christmas gift campaign
- Day to day maintenance and updating of ACT! customer relationship management database
- Monitor, update & promote the online business forum to members <http://www.london-se1.co.uk/forum/list/7>
- Promote membership of the Business Club to non-BID levy payers and administrate Business Club renewals
- Assist in contacting new members and arranging initial meetings with them
- Assist with surveying & monitoring membership, working with the Office Manager
- Service the online business hub and develop content for the Community portal on www.betterbankside.co.uk including links and resources for members on community engagement and corporate responsibility
- Coordinate and promote the Community Star corporate responsibility accreditation and renewal

- Facilitate employee volunteering and in-kind support between member businesses and community groups, as well as between different member businesses
- Ensure that the day to day administration of events and corporate responsibility activities is kept up to date
- Support the regular meetings of the Business Club and Corporate Responsibility theme groups. Circulate papers; take and produce meeting minutes.

Office administration

- Field general enquiries to Better Bankside via phone and email and pass these on to relevant team members
- Manage bookings for the Community Space: take enquiries, confirm bookings, order catering, handle feedback, liaise with the Office Manager and Public Realm Supervisor to set the space up for hirers
- General office administration including: filing, data entry, mail-outs, ordering supplies and stationery, taking deliveries, distributing mail, meeting and greeting visitors and putting out recycling
- Arrange team meetings and learning lunches, circulating agendas and taking minutes.

Person specification

For this role we are looking for someone who can be a confident, professional and welcoming first point of call for people contacting Better Bankside. The right person will use his/her excellent organisational skills, initiative and attention to detail to run engaging events and services for businesses, employees and community stakeholders.

Required skills and competencies

- Confident, friendly and professional telephone, email and in-person communication skills (Essential)
- Excellent organisational and administrative skills (Essential)
- Able to prioritise and manage own workload, working under own initiative (Essential)
- Attention to detail; conscientious and diligent approach (Essential)
- Motivated to provide excellent service to members and other stakeholders (Essential)
- Able to use creativity to design and organise engaging events for businesses and their employees (Essential)
- Website skills (Desirable)
- Understanding of Business Improvement Districts and corporate social responsibility (Desirable)
- Confident user of MS Office software packages: Word, Excel, PowerPoint, Outlook (Essential)

Relevant Experience and Education

- Educated to degree level **or** equivalent further education qualification **or** able to demonstrate sufficient relevant practical experience (Essential)
- Experience of working in an administrative or office support function (Desirable)
- Events management (Desirable)
- Experience of coordinating volunteering activities (Desirable)
- Data entry and database management (Desirable)

Applications

Application by CV and covering letter to Katy Barker, Business and Community Manager, at kb@betterbankside.co.uk or Better Bankside, Bankside Community Space, 18 Great Guildford St, London SE1 0FD

Closing date for applications is **5pm on Thursday 12th September 2013**.

Interviews will take place on **19th September 2013**.

For more information call 020 7928 3998