



KIDDERMINSTER

BUSINESS IMPROVEMENT DISTRICT

Role: Town Centre Ranger

Closing date for applications: Friday 28th August 2020, 5pm

Salary range: £19 – 21,000 per annum.

Work location: Kidderminster Town Centre, the Horsefair and Comberton Hill

Hours per week: Part time, full time or job share to cover an early and late shift pattern, ensuring presence in the town centre from 8am until 8pm Monday-Friday, 8am-7pm Saturdays and 10am – 5pm on Sundays.

Contract type: Fixed term for 1 year (with the possibility of renewal until 31st March 2025)

Holiday entitlement: 33 days, inclusive of statutory bank holidays.

Pension: The BID will comply with statutory auto-enrolment at the appropriate time.

Uniform: Will be provided.

DBS check: Required.

Application process – Please email your CV and a covering letter to Alex@kidderminsterbid.co.uk explaining how your skills and experience make you a good candidate for the role (covering letter should be limited to 2000 words).

Job Purpose:

The purpose of the BID Rangers team is to ensure visitors to Kidderminster town centre feel welcomed and enjoy a safe, secure and inviting environment.

The Rangers will mainly be working outside, offering a visible presence throughout the town centre, Horsefair and Comberton Hill, liaising with businesses, market traders and visitors. Rangers will be easily recognisable and approachable to both businesses and visitors.

Rangers will have an interesting and varied role. They will need to provide a quick response to problems which may arise - such as anti-social behaviour or activity that has a negative impact on town centre businesses and visitors. Rangers will need to work closely with local enforcement teams, PCSOs, neighbourhood police, security staff, and any appropriate support agencies for vulnerable people.

Rangers will also undertake projects, for example monitoring new starts ups and the number of vacant units within the town centre. They may assist with data collection and sharing information where required.

Another role of the town centre Ranger is to enhance communication between local businesses, visitors and town centre stakeholders. They will help create a sense of community within the town centre. Rangers need to be the eyes and ears of the town, proud of its heritage and championing its future.

The Rangers will be information points for visitors, trained by the BID Company to ensure they are knowledgeable and passionate about Kidderminster and aware of what is going on in the town centre.

The town centre Rangers will work with businesses. They will be a contact point on all matters, helping develop and manage business crime reduction measures and getting involved in marketing and promotions activities.

Job Duties and Responsibilities:

1. To support the delivery of the BID Business Plan, primarily focusing on the 'Safe and Secure' and 'Backing Business' themes.
2. To monitor the BID area by walking through the streets and shopping centres in all weathers, noting problems. Solving them there and then or noting them for resolution later or by other agencies.
3. To welcome visitors and shoppers to the Town Centre – also providing directions, advice and a friendly face to Kidderminster BID.
4. To develop relationships with businesses in the area to better understand the range and breadth of opportunities available to the visitor and thereby to become an Ambassador for the town and what it offers.
5. To assist in the promotion of responsible citizenship in respect of litter, graffiti, dog fouling, permitted busking, street drinking and unlicensed street charity collectors (chuggers) – taking direct action where necessary and appropriate. (In time, and with suitable training and permission, this may include assisting the council's enforcement team by providing evidence to support the issuing of fixed penalty notices).
6. To maintain timely and accurate records of incidents and issues arising. Report issues into the BID's database so all activities and interventions are logged.
7. To not simply 'move on' issues. Rangers should provide support to vulnerable people in the town centre by building a picture of their needs and signposting to the appropriate professionals who can support them.
8. To build working relationships with the agencies who provide support services in Worcestershire and support their outreach workers with information they can share on certain locations within town where people in need of support may congregate.
9. To provide support with the identification of known individuals who may be disruptive within the town centre. This should be reported to the appropriate authority and assist businesses to deal with petty crime and anti-social behaviour.
10. To support Wyre Forest District Council to monitor the town centre's Public Space Protection Order. This will involve monitoring known locations and reporting any anti-social behaviour to the police and District Council enforcement officers.

11. Report and log environmental issues raised by levy payers and monitor the environment within the BID area. Deal with any urgent cleaning issues – For example this may involve the removal of SMALL amounts of graffiti with graffiti removal wipes, fly posting or stickers that may be offensive, along with any urgent cleansing for example spillage of food/drink on a public seating area. These removals should be logged and reported to the council and only urgent low level removal should be carried out, as directed and where appropriate.
12. Report and log the removal of hazards, including broken glass as appropriate (by way of notifying the relevant authority).
13. To have regular contact with businesses to ensure they understand the work and benefits of the BID and to engage them in all appropriate programs, projects and services.
14. To assist in the delivery of events and/or festivals held within the BID area.
15. To ensure all Health & Safety requirements are met to the company standard.
16. To ensure all company policies and procedures are adhered to.
17. To ensure any work plans and productivity targets are achieved through correct administration and daily reporting into the BID database.
18. To carry out any other duties identified by the BID Manager that are commensurate to the post.

Person specification

	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none"> • Qualifications are not essential but a commitment to personal development and gaining new skills is expected. 	<ul style="list-style-type: none"> • SIA accredited / licensed • First Aid Trained
Experience, knowledge, understanding	<ul style="list-style-type: none"> • An understanding that the role requires you to champion the town centre. 	<ul style="list-style-type: none"> • Experience working in a public facing role and delivering exceptional customer service • Knowledge of Kidderminster town centre and its businesses • A good understanding of the type of issues being faced by high street businesses
Character traits	<ul style="list-style-type: none"> • Approachable, motivated and enthusiastic • Resilient 	

	<ul style="list-style-type: none"> • Confident in handling sensitive situations on an individual or group basis, with the ability to remain calm and professional at all times • Flexible and ‘can-do’ attitude 	
Communication skills	<ul style="list-style-type: none"> • Excellent interpersonal and relationship building skills • Ability to communicate clearly and effectively with a wide range of people including visitors to the town centre, local agencies and businesses • Ability to build and maintain relationships with a diverse set of stakeholders 	<ul style="list-style-type: none"> • Experience of working in customer service • Experience of working at events or promotions
Administrative skills	<ul style="list-style-type: none"> • I.T literate – Emails and Microsoft Office • Demonstrates attention to detail • Accurate keyboard data entry skills 	<ul style="list-style-type: none"> • Experience of using a customer relationship management database
Planning and organising	<ul style="list-style-type: none"> • Manages time effectively • Ability to gather and utilise information 	<ul style="list-style-type: none"> • Proactive approach
Team working	<ul style="list-style-type: none"> • Responsive and supportive to the BID team and other town centre stakeholders • Actively consults and listens to others within the town centre 	<ul style="list-style-type: none"> • Adopts flexible approach to the requirements of the job
Other	<ul style="list-style-type: none"> • Represents the Business Improvement District positively with others • Ability to work alone when required • Commitment to equality of opportunity and respect for diversity 	
Work environment	<ul style="list-style-type: none"> • Ability to work weekends, occasional evenings and bank holidays and in all weather conditions, as the position will 	

	be mainly outdoors (uniform provided).	
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Kidderminster BID is committed to promoting equality and respecting diversity and we welcome applications from all sections of the community.

The successful candidate will be a British citizen or a UK resident with an existing work permit.

Please be advised that this is a public facing role and the BID continues to operate throughout the Covid-19 pandemic in line with government regulations. Health and Safety is paramount and PPE will be provided to BID employees.