



MARBLE ARCH
LONDON

Business Security and Resilience Manager

Salary:	£40,000 - £42,000 p.a., dependent on experience
Hours:	Full-time 35hrs/week 9am – 5pm Monday – Friday
Terms:	Permanent
Location:	Marble Arch/Paddington, London
Reporting to:	Chief Executive
For more information:	www.marble-arch.london

Background Information

Marble Arch London BID's vision is to foster a location in which people can be confident to do business, shop, stay, work, eat out, attend school and live. We aim to protect our members and their operations, and to provide them with the insights, intelligence and tools to build resilience.

Now in its second term, Marble Arch London BID is seeking to appoint a new Business Security and Resilience Manager to continue the successful package of security initiatives operating across the district. In this role you will work with a wide range of businesses, organisations and agencies, across many levels.

Job Overview

Working with approximately 200 member companies, you will be responsible for:

- Having day to day oversight of the Marble Arch Street Team;
- Leading an ongoing engagement programme with BID members to improve their resilience to crime and anti-social behaviour;
- Devising innovative approaches to address local trends and persistent crimes, alongside colleagues from the Metropolitan Police, Westminster City Council and neighbouring BIDs;
- Representing the BID on matters of community safety, crime and counter terrorism.

Job Description

Key activities will include:

The Marble Arch Street Team

- Acting as the first point of contact for the street team, their supervisor and the contractor.
- Ensuring that the team are tasked regularly and understand their purpose at all times.
- Supporting the team to take appropriate action during and in response to incidents, helping team members to exercise sound judgement throughout.
- Reviewing daily reporting of incidents and tracking trends over time, creating monthly and annual reports of activities and issues.
- Dealing with complaints and/or compliments about the team or their response to incidents, ensuring the contractor fully embraces issues.
- Ensuring contract compliance on staffing and management, including staff rotas, attendance, performance, training, wellbeing and safety.
- Remaining within agreed budgets, approving invoices for payment and keeping track of expenditure.

- Holding contract reviews at intervals, with the contractor.
- Drafting contract material for the contract re-let in 2023, preparing the specification and running the tender process, with member input, through to the appointment of a contractor from 2023 to 2026 and subsequent mobilisation.

Member Engagement

- Being the first point of contact on all crime, anti-social behaviour and community safety issues for all BID member security leads from (but not limited to) offices, hotels and venues, shops, restaurants, cafes, clubs, casinos, schools, car parks.
- Presenting a responsive and supportive approach, pro-actively assisting members who have experienced crime and helping members and their customers avoid becoming victims of crime.
- Running the BID's quarterly Business Crime Group, identifying issues for the agenda, securing speakers, enrolling businesses, chairing the sessions, acting upon issues raised by members.
- Taking on security and resilience related casework identified by BID members, arising from our reporting system, calls to the Street Team, Business Crime Group and fellow team members as part of ongoing engagement.
- Horizon scanning for threats, notice of protests and marches, for onward dissemination to BID members through our security alert system.
- Identifying and rolling out appropriate training for BID members in all areas of security, community safety and counter terrorism that builds resilience and equips BID members to protect their assets, staff and customers.

Problem Solving

- Tracking crime statistics and other metrics to build a picture of local trends and issues.
- Working with the BID's dedicated Neighbourhood Co-ordinator employed by Westminster City Council on any problem locations, premises or individuals.
- Devising solutions to complex problems, drawing in resources and expertise from partner agencies, lobbying, developing project plans and driving forward solutions.
- Sharing intelligence and best practice with partner agencies, within the scope of Information Sharing Agreements.

Representing the BID on Safety and Security

- Alongside team members, attending local problem-solving meetings, ward panels, strategy groups, leading on the crime and safety agenda for the BID.
- Attending regular meetings of member services partnerships such as West End Security Group and Safer Business Network, ensuring the BID secures value and adds value.
- Representing the BID at senior levels with partner agencies including Westminster City Council and the Metropolitan Police.
- Participating in joint initiatives and operations with stakeholders, police, the City Council, neighbouring BIDs and estates.

Working Collaboratively

- Being a cooperative and helpful member of a small team, supporting colleagues and working collaboratively.
- Being an advocate for the BID and the BID concept.
- Onboarding new businesses moving into the area, making them aware of the breadth of BID services and ensuring they are embedded into the BID's customer management systems.
- Keeping accurate and thorough records of your own work area as well as privacy-compliant records of contact with BID members.

- Writing security-related articles and features for the BID's website, newsletter and social channels.
- Drafting sections of Board papers and minutes, presenting at Board level as required.
- Assisting at BID events, supporting the BID's Marketing and PR Manager or Community Programme Manager as required.
- Participating in BID renewal preparation, campaign and ballot (every five years).
- Working within the ethos and values of Marble Arch BID and adhering to our Employee Handbook, diversity and inclusion policies and practices.

Person Specification

We are seeking someone who is highly motivated with project management experience, partnership working and engagement skills.

Required education and experience:

- Two years' relevant post qualification work experience with a degree OR five years' relevant work experience including community safety, crime prevention or security. (Essential)
- Experience overseeing contracts and/or the operations of a small team. (Essential)
- Experience of working with or representing the interests of businesses or BIDs. (Essential)
- Experience of working with multiple stakeholders and partners, with an understanding of the public and private sectors. (Essential)
- Experience of using customer relationship management systems. (Desirable)

Required skills and competencies

- Exceptional written and verbal communication skills with ability to write creatively for a range of media and audiences. (Essential)
- Able to communicate professionally and confidently to a range of stakeholders in both the public and private sectors to influence and encourage co-operation, and have the diplomacy to manage the needs of a number of different partners. (Essential)
- Persuasive, with well-developed brokerage skills such as negotiation and problem solving. (Essential)
- An efficient, proactive team member, capable of working on multiple projects and activities, maintaining high levels of good customer service and stakeholder relationships when under pressure. (Essential)
- Able to prioritise own workload and to work to tight deadlines. (Essential)
- A creative planner and thinker, able to problem solve and not panic in a crisis. (Desirable)
- Confident user of MS Office. (Essential)
- Awareness of diversity, inclusion, health and safety. (Essential)

Place of Work

You will be based at the BID's offices near Paddington in London. You will be expected to travel to visit various partners' premises as part of your daily activities. Some flexibility is offered to work at home one or two days a week, subject to diary constraints and the needs of the business.

Salary

The post is offered with a starting salary of £40,000 pa, dependent on experience. Contributory pension is offered.

Hours

Monday to Friday 9.00 a.m. to 5.00 p.m. with one hour for lunch. Occasional weekend and evening working, for which time off in lieu will be given.

Holiday

25 days per annum plus paid public holidays and Christmas closure.

Probationary period

Appointment will be subject to a probationary period of three months.

How to apply

Submit a CV plus covering letter explaining why you are the right candidate for this role (one side of A4 maximum).

Chief Executive
Marble Arch London BID
7 Praed Street
London
W2 1NJ

Emailed applications can be accepted at apply@marble-arch.london if followed by a signed letter.

Closing date for applications: 12 noon on Wednesday 14 September 2022

Interviews will be held at our offices on 20 and 22 September. A short test may be carried out with short-listed candidates; you will be notified in advance.

Due to the volume of applicants, we regret that we may not be able to reply to those applicants who have not been short-listed.
