



Community Executive

Salary: Starting salary £33,000

Hours: Full time; Monday to Friday, 9am – 5pm

Terms: Permanent

Location: Marble Arch / Paddington, London

Reporting to: Chief Executive

For more information: www.marble-arch.london

Background Information

Marble Arch London Business Improvement District (BID) was established in April 2016, delivers services to improve the operating environment and acts as the voice for approximately 200 businesses in the area.

We are seeking to appoint a new Community Executive to support the development of the BID's active programme of corporate volunteering, community engagement and events. This is a new position, reflecting the growth and success of the programme.

This varied role is a wonderful opportunity to support the delivery and growth of a highly successful corporate volunteer programme. Day to day you will have the chance to work at every level – from attending strategy meetings with CSR leads for multinational businesses, to being on the ground at volunteer events delivering memorable experiences for our volunteers.

You will need to be highly organised and driven to make things happen; whilst having a flexible and empathetic approach, able to work across teams and adapt to the demands and needs of business and community.

Job Overview

To plan, organise and deliver a range of corporate volunteering, community engagement activities and events delivered by the Marble Arch London BID.

This post will also provide a regular support function for The Paddington Partnership's Community Programme, at a rate of approximately two days per week.

Job Description

Key activities will include:

- Supporting the continued growth of the BID's Community Programme by planning and delivering a broad range of engaging and purposeful skilled and unskilled volunteering activities in the local community, including schools, charities and community organisations.

- Providing an end-to-end volunteering service, identifying opportunities that match company interests and values, preparing briefings and risk assessments, liaising with host charity partners, registering volunteer participants, taking photographs, acting as key contact for the event, collecting and collating feedback.
- Maintaining volunteer and business records for databases, mailing lists and ESG reporting, ensuring all information is complete and accurate.
- Building and maintaining positive relationships with schools and community partners.
- Running the Hidden Heroes programme, helping to put a spotlight on the local employees, residents and volunteers who help to create a thriving community in Marble Arch and whose work often goes unnoticed.
- Assisting the Paddington Community Programme team to run community-wide volunteering events for national campaigns e.g. National Volunteers' Week, Silver Sunday, Earth Day, International Women's Day and Great British Spring Clean, as well as supporting and delivering regular volunteering activities for Paddington businesses.
- Producing community content for the Marble Arch website and social media accounts, including web articles, case studies and posts celebrating the volunteering efforts of local businesses.
- Supporting the BID's Head of Marketing and Communications to build relationships with businesses in the local area by regularly contacting and meeting with businesses. Share intelligence on business events and offers with the BID's Head of Marketing and Communications and upload these to our loyalty scheme and/or website.
- Assisting the BID's Head of Marketing and Communications and Business Security and Resilience Manager to plan a range of events, including food tours, Christmas lights switch on, business visits, training and intelligence briefings, and BID Member events. This could include anything from producing attendance lists and badges, securing venues, purchasing equipment and ordering couriers to move equipment to venues.
- Contribute to quarterly Board papers, regular presentations and the BID's renewal process which takes place every five years.

Fulfilling the role:

- Represent the Marble Arch London BID to a variety of external audiences, including building relationships with businesses, local residents, charities and schools.
- Work collaboratively with partner agencies and colleagues to share intelligence and best practice and therefore strengthen the work of the BID.
- Contribute to the collection of feedback and analysis of data to measure the impact of the Community Programme.
- Prepare case studies to report on and celebrate volunteering activities and events, for inclusion in newsletters, social media and on websites.
- Being self-serving in terms of administration.
- Work within the guidelines of The Marble Arch London BID's policies, in terms of financial procedures, equal opportunities, privacy policy and working practice.

Person Specification

We are seeking someone who is self-motivated, enjoys meeting and working with new people, seeing results and is passionate about community engagement and volunteering.

Required education and experience

- Educated to a minimum of A Levels or equivalent.
- Three years' relevant work experience in an office or community setting.
- Experience of communicating with people in a corporate or community setting.
- Experience of planning or delivering events (or an event), and of the logistics and challenges involved.

- Experience of working in a diverse, busy environment.

Required skills and competencies

- High level written and verbal English communication skills, with experience of preparing material for a range of audiences and media (newsletters, reports, social media).
- Ability to communicate professionally and confidently to new people.
- A creative and flexible approach, with an ability to problem solve and not panic in a crisis.
- An efficient, proactive team member; capable of working on multiple projects and activities, juggling demands, maintaining high standards of work and attention to detail when under pressure.
- Able to prioritise own workload and work to tight deadlines, and being highly organised, including when being tasked by different people.
- Confident user of MS Office with good administrative and digital skills, and ability to keep accurate records.
- An awareness of equality, diversity and inclusion as well as health and safety.
- Ability to work effectively both independently and as part of a team.

Place of Work

You will be based at The Marble Arch London BID's offices in London. You will be expected to travel to visit various partner and community/school premises as part of your daily activities. The postholder will be expected to be in the office daily, with occasional working from home when diaries permit, by prior agreement.

Salary

The post is offered with a starting salary of £33,000 pa.

Hours

Monday to Friday, 9am – 5pm, with one hour for lunch. Occasional weekend and evening working is required, 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 six months.

DBS Safeguarding Check

As the role will involve contact with vulnerable service users of charity partners, and school children, successful appointment will be dependent upon a Disclosure and Barring Service (DBS) safeguarding check, which will be carried out by the company.

How to apply

Submit a CV plus covering letter (one side of A4 maximum for the covering letter) to apply@marble-arch.london. The CV should include months and years of all employment, volunteering and education.

Closing date for applications: 12 noon on Friday 13 October 2023.

Interviews will be held at our offices in Paddington, London on Monday 23 October and Wednesday 25 October 2023. You may be asked to give a presentation; details will be provided 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.