**Job title:** Administrator

**Salary:** £21,000

**Job Type:** Full time, fixed term contract until March 31st 2028

**Working hours:** Full Time/Part Time 37.5hrs

**Location:** Management Office, West Orchards Shopping Centre, Smithford Way, Coventry, CV1 1QX

**Job Overview:**

A Business Improvement District (BID) is a geographically defined area in which rate paying businesses vote to pay a levy to generate funds to enhance the area with agreed aims and initiatives, above and beyond that of the Councils baseline agreements, for a fixed period.

The designated area for Coventry BID is the city centre ring road and after a successful revote in February 2023, the BID is about to enter its fifth term.

The successful candidate will report into the Deputy BID Manager, with responsibility for Coventry BID’s administration functions, being a mixture of business support and financial processes and tasks, calendar management to arrange meetings and liaising with internal and external stakeholders.

**Main Duties:**

* Liaison with businesses via phone and in person, handling customer enquiries as they arise or referring these on to the relevant person.
* To set up new suppliers in the finance system and creating invoices.
* Assist in creating power point presentations.
* Co-ordinate meetings, liaising with attendees, issuing agendas and circulating minutes.
* To update the CRM system based on conversations and emails.
* Administer the radio scheme ensuring all records are kept up to date.
* Presenting a warm welcome and a pleasant view of the city centre to visitors, whilst maintaining a publicly positive tone about the city and the BID.
* Maintaining methodical and accurate records of required information.
* Making BID management aware of any relevant information relating to BID businesses.
* Maintaining and growing the relationships with levy payers and other city centre businesses.
* Use of appropriate tools and equipment, including security radios and tablets/phones.
* Attending training courses (at Company's expense) as and when required by the Company to achieve a satisfactory level of competence.
* Distributing literature on behalf of the BID as required.
* Completing any other duties as deemed appropriate and delegated by the line manager.
* Strict attention to personal responsibilities in the areas of risk management, health and safety, and welfare, both in terms of self and others.
* Adherence to Company training procedures and protocols at all times, subject to level of attainment.
* To be completely free from discrimination in all guises.

**Note:** The above list is not in order of priority, and other tasks commensurate with the grade of the post may be required of the postholder

**Training**

* Fully and satisfactorily complete all required competency training.
* To undertake additional training to ensure continuous self-development as directed by the BID Manager.
* Use technology to achieve key work objectives and develop job knowledge and expertise through continual professional development.

**Person Specification:**

* An effective communicator, able to build and maintain relationships with colleagues, agencies, and partners.
* Attributes of diplomacy, confidentiality, trust and respect for colleagues and partners.
* Excellent administration and organisation skills with strong attention to detail.
* A can-do attitude with experience of working with multiple partners with competing demands.
* Competent across IT and software, including a strong working knowledge of Microsoft Office, and willingness to learn other software programmes.