

BELFAST ONE – Operations Manager

(Maternity Cover 12-month Fixed Term Contract)

Job Description

Job Title: Operations Manager (Maternity Cover 12 month Fixed Term Contract)

Responsible To: Chief Executive

Salary: 35k-40k

Hours: 37.5Hours (5 out of 7 days)

Based: Belfast City Centre

About Belfast One BID

Belfast One is a Business Improvement District representing over 700 businesses in Belfast City Centre. Our mission is to support and promote a vibrant, safe, and welcoming environment for businesses, employees, residents, and visitors. We deliver projects and services that enhance the trading environment and drive footfall to the city centre.

Job Purpose

The Operations Manager is responsible for supporting the effective operation, presentation and ongoing improvement of the Belfast One BID area. Working closely with the Chief Executive, the role will lead the delivery of key operational projects and services, manage contracts and budgets, and work collaboratively with statutory agencies, contractors, businesses and other stakeholders to achieve positive and measurable outcomes. The Operations Manager will proactively identify and address issues affecting the city centre, including cleansing, environmental quality, safety and anti-social behaviour, while ensuring projects and services deliver value for money and meet the needs of Belfast One levy payers. The role will also build strong relationships with businesses and partners, encourage collaborative working and identify opportunities for new initiatives that contribute to a cleaner, safer, greener and more welcoming Belfast city centre.

Key Responsibilities:

- 1) Identify challenges within the operation and presentation of the Belfast One BID Area and work with key stakeholders to develop solutions and deliver tangible improvement.
- 2) Oversee core contracts and projects within the 'ENHANCE & SUPPORT' sectors of the Belfast One BID Business Plan. Key aims include improve cleansing; challenge illegal activity; and work towards a 'greener' and safer city centre.
- 3) Develop, maintain and manage external resources offered to the BID such as Belfast City Council, Ryak, other relevant public sector bodies and other private sector business organisations.
- 4) Encourage joined up working and coordinated action in order to challenge illegal activity in the Belfast One BID area. (Partners may include NIHE, PSNI, BCC etc)

- 5) Manage tendering processes, contract delivery, project evaluation and budgetary control for key projects. Liaise closely with funders, contractors, outsource partners and relevant statutory agencies to successfully deliver projects.
- 6) Regular monitoring of the BID area in order to identify and then report any issues to relevant partner e.g. DFI, BCC. Following up to ensure issues are addressed in a timely manner.
- 7) Increase business participation – encouraging levy payers to play an active role in Belfast One's work to improve the operation and presentation of Belfast City Centre.
- 8) Arrange the coordination and administration of a business working group made up of levy payers, with an oversight function for all projects.
- 9) Represent Belfast One on relevant committees and steering groups.
- 10) Innovation in relation to policy and new projects for our BID levy payers.
- 11) PR – work with Belfast One PR agency to promote the 'Enhance & Support' work of the BID
- 12) Deliver the new 'Enhance' Business Plan for Term3 of the BID
- 13) As well as the above, you will be expected to carry out any other reasonable activities as required by the Chief Executive and Board.
- 14) Convene and service the Enhance & support sub group meetings
- 15) Support, alongside partners, initiatives to challenge ASB

Person Specification

Qualifications & Experience

- A relevant third level qualification **or** at least 3 years' experience in a project management role with a proven track record of success in achieving objectives.
- Demonstrable experience managing a budget to deliver agreed outcomes.
- Demonstrable experience working with a wider team.
- Demonstrable experience of working with a wide range of partner organisations and stakeholders to deliver business plan objectives.
- Demonstrable experience working in an organisation which is accountable to a Board of Directors.
- Demonstrable experience of contract procurement, management and evaluation.

Skills

- Excellent communication skills.
- A high level of accuracy and attention to detail, proof reading and collating complex information into reports.
- Excellent IT skills with specific experience of working with databases and MS office applications including MS Outlook.
- Highly organised with excellent time and project management skills, and with the ability to prioritise a wide range of competing demands.
- Ability to work under pressure and meet deadlines.
- Ability to engage and build relationships with a wide range of stakeholders.
- Ability to give presentations to a diverse range of audiences.

Personality/Characteristics

- A positive team player with a can-do attitude.
- Flexible and adaptable to changing work priorities.
- Self-motivated and articulate, with excellent planning, organisation and time management skills.
- Ability to work under pressure.
- Demonstrates initiative and personal leadership – can work alone or in a team.
- Completes tasks to a high standard and is results driven.
- Ability to communicate effectively with diverse groups.
- Understanding of the audience for Belfast One BID from the Company Board, levy payers and stakeholders to the customers.

Perks and Benefits

- Competitive salary and pension contributions.
- 25 days annual leave plus statutory holidays.
- Opportunities for flexible working and professional development.
- Dynamic and supportive working environment in the heart of Belfast City Centre.