

## Business and Consumer Communications Coordinator

**Reporting to:** BID Manager

**Job function:** To coordinate the admin, marketing, promotion and communications initiatives for Uxbridge BID.

### CONTEXT AND COLLEAGUES:

This role is based in Uxbridge on a full-time basis with flexibility on working hours. Some national travel may be required (at company's expense). The purpose of the role is to plan, manage, deliver and measure all B2B and B2C communications delivered under the Uxbridge BID brand and to work with the BID Manager to provide relevant communication to Uxbridge BID members and stakeholders to ensure their awareness of ROI. The role involves visiting and working with other locations where appropriate to remain ahead of the curve in relation to town and city centre marketing techniques.

Office duties include ensuring the office runs smoothly – i.e. ordering and coordinating with suppliers, providing 'front of house' support, organising tradesmen for the building and other adhoc tasks as business needs require.

To ensure that every day health and safety checks are kept up to date.

To manage the BID database, ensuring this is kept up to date.

### RESPONSIBILITIES:

- Front of house office management including reception duties and phone duties
- Building coordination including arranging repairs, maintaining facilities and supplies, ordering stationery and liaison with suppliers
- Meeting arrangements including setting up meetings, booking rooms and venues, conference calls, diary management, arranging, agenda coordination
- IT – ensuring IT protocols are followed by all employees
- Ensuring office adheres to corporate styles including issuing new email signatures, headed stationery etc as marketing & comms policy dictates
- Use of email marketing platforms to communicate information quickly into businesses, adhering to data protection regulations
- Population and management of Twitter, Facebook, LinkedIn with relevant information
- Use of Wordpress to update the Uxbridge BID website
- Work with partners to approve releases, monitor media on and offline and identify any relevant opportunities
- Organisation and management of events and conferences for the business
- Liaison with Board and keeping them updated
- Planning, development and implementation of BID mar-comms strategies and events, including liaison with suppliers, stakeholders and others as required
- Link into the consumer brand delivery to ensure businesses are aware of opportunities to get involved in campaigns etc
- Delivery of projects against pre-agreed KPIs and targets
- Review and improve annually. Manage and understand campaign data to ensure we are constantly developing and enhancing campaigns and delivery to suit changes in technology, to suit our target audiences and to maximise ROI for members

*Note: The above list is not in order of priority, and other ad hoc tasks commensurate with the position will be required.*

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### PERSON SPECIFICATION:

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Exceptional organisational skills with the ability to multi task and prioritise effectively</li> <li>• Excellent all round communication skills at all levels</li> <li>• Good attention to detail and presentation of work</li> <li>• IT literate including Microsoft Office</li> <li>• Ability to work on own initiative and also as part of a team</li> <li>• Willingness and ability to follow operational procedures, as dictated by the company</li> <li>• Strong work ethic with flexible attitude to duties and hours</li> <li>• Good reporting skills</li> <li>• Outstanding communications and customer service skills</li> <li>• Experience with websites and social networking</li> <li>• Experience with e-marketing systems</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with websites and social networking</li> <li>• Experience of working with databases</li> <li>• Marketing qualification</li> <li>• At least two years' experience in marketing, preferably at executive or manager level</li> </ul>

To apply, please send your CV and covering letter to Mike Crane, BID Manager via [mike@uxbridgebid.com](mailto:mike@uxbridgebid.com) by Friday 20th October 2017.