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## **OPERATIONS MANAGER – JOB PACK**

### **About BIDs**

Governed by statute, Business Improvement Districts (BIDs) are business-led partnerships created through a ballot process to deliver additional services to local businesses and improve the trading environment.

BIDs cover a defined area in which a levy is charged on business rate payers in addition to the business rates bill. This levy is used to develop projects that benefit businesses in the local area.

### **Key elements of a BID scheme:**

- The BID is not a substitute for central or local government investment or services but is an additional investment in projects identified by businesses as benefiting their area.
- The BID arrangement involves partnership working between local businesses and the local authority, as well as other stakeholders and public and private bodies.

Once a BID is in operation, the levy is charged on all businesses within the defined area (regardless of whether or how that business voted in the ballot).

BIDs last for five years, after which a new ballot must take place if the BID wishes to continue.

There are currently over 350 BIDs operating in the UK.

### **About Sheffield BID**

Sheffield City Centre BID Ltd is the accountable delivery body for the city centre BID. The company is a non-profit business limited by guarantee. Created by ballot in 2015, the purpose of the BID is to improve Sheffield city centre for the benefit of all. We contribute to the management of the commercial trading and working environment, support the events programme to drive city centre vibrancy, and fund activities, events, and ideas that bring people and trade opportunities to the city centre.

In February 2021, eligible businesses (occupying properties with a rateable value of £40,000+) voted overwhelmingly in favour of continuing the city centre BID from 1 April 2021 to 31 March 2026. These businesses (BID levy payers) pay a mandatory 1% levy on the rateable value of their premises, which will generate £3.5m over the five-year term.

Our BID levy payers cover a diverse range of sectors including retail, office/professional, leisure/culture, education, night-time economy, food/restaurant, and the public sector.

### **Our Vision for Sheffield City Centre**

- A vibrant city centre with a modern business, cultural, retail, and leisure offer.
- A city centre that attracts and retains a diverse range of skilled people.
- Creating a destination of choice – as strong and inviting in the evening as it is in the daytime.
- A safe, well-connected city centre that people of all ages, abilities, and cultures can enjoy.

### **Our Delivery Framework**

Based on the priorities of BID levy payers, we deliver projects and services through four workstreams:

- **MAINTAINED:** Welcoming, clean, and safe for staff, visitors, and our local community.
- **VIBRANT:** Enhancing the visitor experience with diverse events, festivals, and culture.
- **CONNECTED:** Bringing in people. Bringing in business.
- **SUSTAINABLE:** Building resilience and investment.

### **Our Commitment to Equality, Diversity, and Inclusion**

Sheffield BID is an inclusive organisation that supports a diverse range of people. In addition to our own employees, we have provided supported employment opportunities for vulnerable people through our work with charities such as the Cathedral Archer Project.

For this role, we welcome applications from anyone who meets the minimum requirements, regardless of ethnicity, heritage, disability, gender, sexuality, religion, socio-economic background, or other differences.

We are committed to inclusive working practices and as part of the application process we will:

- Pay for childcare and care costs when you attend an interview.
- Pay for your (return) travel costs to the interview venue.
- Make whatever reasonable adjustments may be required to support you at the interview.

Any concerns can be discussed with us in advance.

## **The Role**

We are seeking an experienced Operations Manager to help create a welcoming, safe, and vibrant environment in Sheffield city centre.

In this role, you will support our Head of Operations with the day-to-day management of the BID, assist member businesses, and collaborate with various agencies to enhance the city centre's trading environment. You will serve as a coordinator and catalyst among key stakeholders and service providers from both the public and private sectors, including Sheffield City Council and South Yorkshire Police.

Your responsibilities will include managing the BID's Welcome Team ambassadors, the seven-day Clean Team, and an external graffiti contractor. You will also lead anti-crime and security initiatives, supporting businesses affected by anti-social behaviour and acting as a key link with the Business Crime Partnership. Additionally, you will offer daily operational assistance to businesses seeking advice on a range of environmental issues impacting the trading environment.

You will play a crucial role in supporting both the daytime and nighttime economies, ensuring that the city centre remains safe and vibrant at all hours. Experience in managing night-time economy initiatives will be beneficial.

## **Essential Skills**

1. **Leadership and team management:** Ability to lead, motivate, and manage diverse teams, including conflict resolution and performance management.
2. **Strategic planning:** Proficiency in developing long-term plans that align with organisational goals.
3. **Problem-solving and decision-making:** Strong analytical skills to assess situations, identify root causes, and make effective decisions.
4. **Communication:** Excellent verbal and written communication skills, including active listening.
5. **Budget management:** Experience in managing budgets, forecasting, and financial reporting.
6. **Technical proficiency:** Familiarity with relevant software and tools for data entry, project management, and process automation.
7. **Risk analysis:** Ability to identify potential challenges and develop mitigation strategies.
8. **Customer service orientation:** Commitment to providing excellent support to businesses and stakeholders.

## Relevant Experience

- **Essential:** Proven work experience in operations management, knowledge of organisational effectiveness, supply chain management, project management, and collaboration with public and private sectors.
- **Desirable:** Experience in place management and night-time economy initiatives.

**Note:** We value diverse experiences and encourage candidates with transferrable skills to apply. If you have a background in related fields and believe your skills can contribute to our goals, we would also like to hear from you.

## Remuneration

- **Salary:** £45k depending on experience
- **Hours:** 9am to 5.30pm, 5 days per week including some weekend working
- **Benefits:** 25 days paid holiday and flexible working

## Term

This is a permanent role. However, Sheffield BID is currently in its second term, which ends 31 March 2026. The BID will go back to ballot in October 2025 to seek a further five-year term to run from 1 April 2026 to 31 March 2031.