



SECURITY AND ENVIRONMENT MANAGER

This is an interim role and will require commitment to the 6-month fixed term period as well as being open to the possibility of an extension beyond this period.

JOB TITLE: Security and Environment Manager

SALARY: In the region of £30,000 to £34,000 per annum commensurate with experience

RESPONSIBLE TO: Chief Executive

DIRECT REPORTS: Operations Senior Executive and external contractors

HOLIDAY: 25 days Annual Leave entitlement plus UK Bank holidays (pro-rated to reflect contractual hours and contract term)

HOURS: Full time; Office-based and standard core office working hours with occasional evening events. Open to considering flexible/family friendly working hours.

ABOUT BAKER STREET QUARTER PARTNERSHIP: We are the Business Improvement District (BID) for the Baker Street area of Marylebone – well known as a desirable location and a key commercial district in London’s West End – as well as for a certain Mr Holmes. Our work is far reaching to ensure this vibrant area is a great place to work, live and visit. We are funded and directed by the larger businesses and property owners in the area and are not for profit, with everything we do focused on the betterment of the area.

The safety and appearance of the area are core priorities in our work ensuring the Quarter provides a warm welcome to those working and living here as well as for visitors. This role includes oversight and direction of our street management team, security and resilience initiatives and One Stop Shop (member support) as well as strong liaison with our private and public sector partners

Our team is highly innovative, committed and ambitious with a proven track record of making real improvements to the area for everyone’s benefit.

As a key addition to the team, we are now looking for a creative problem solver and tenacious project manager who can combine effective contract management

knowledge with an enjoyment of working with a range of stakeholders. This opportunity will suit someone who is up for a challenge and who will relish the opportunity to make a difference.

JOB PURPOSE:

To maintain strategic oversight, identify issues and develop solutions to security and environmental initiatives and contribute expertise to the wider BakerStreetQ services.

To provide oversight and direction to the street management team, security and resilience initiatives and Smarter Recycling Service

To develop strong and effective relationships with a range of stakeholders from the private and public sector.

To ensure a swift and effective response to issues identified by member businesses

To apply strong project and contract management to relevant programmes and services.

JOB PROFILE:

Your work would typically involve:

Overseeing and proactively developing our programmes to ensure a safe and well managed environment:

Street Management:

- Overseeing and contract managing our Street Management Team:
 - Providing targets, direction and strategic development
 - Developing and refining reporting, training and working systems
 - Recruitment and retention oversight
 - Contract retendering and refinement
- Ensuring effective reporting, resolution and partnership working with the Police, Council, Outreach services and businesses – some monitoring of communication may be required outside core hours.
- Managing our street cleansing, maintenance and other relevant contracts
- Identifying new issues and developing mitigating initiatives
- Monitoring the baseline provision of services in the area by the council
- Assisting businesses tackling trespass/designing out crime
- Overseeing collation, analysis and reporting on relevant local data, reports and incidents
- Smarter Recycling: Managing our area wide waste contracts (two suppliers)
 - Contract refinement and retendering

- Tight monitoring of performance and business customer feedback
- Ensuring the service is as low emission as possible

Increasing Security and Resilience:

- Managing the implementation of an area wide emergency plan (working with our retained security consultant), including:
 - Preparation: training, sharing best practice, exercising
 - During: communication platform
 - After: recovery planning, resource sharing
- Developing and overseeing our range of security communication tools including radios, information sharing and crisis/incident comms platforms
- Overseeing collation and analysis of security related data and contacts
- Representing BakerStreetQ on relevant security groups including Police panels and West End Security Group

Stakeholder Relations and Communications

- Maintaining strong and effective relationships with key business representatives in particular building managers, security managers, facilities managers
- Maintaining strong relationships with key stakeholders including Council, Police, TfL, utility companies and other Business Improvement Districts
- Ensuring swift and accurate communication with members reporting street management and other issues
- Account managing relationships with allocated member businesses
- Overseeing the Member Support Line service
- Driving and informing communications on your project areas (implemented by the Comms team)
- Canvassing for business support in the BID renewal campaign
- Deputising for the Chief Executive at meetings with businesses and stakeholders as required
- Providing regular reporting material for collateral and Board/Stakeholder meetings
- Evaluating performance and overseeing relevant budgets and KPIs

- To undertake such other duties commensurate with your position, and / or hours of work, as may reasonably be required.

SKILLS REQUIRED:

We are looking for a talented, experienced individual who has proven and effective people skills, a proactive and progressive approach, experience of working with private and public sector organisations and strong contract and project management experience.

- A Degree in a related area of study, or equivalent experience to meet the requirements of the post
- The required level of experience is likely to have been gained through a minimum five years' experience
- Strong and proven contract and project management experience, demonstrated through delivery of successful projects involving external contracted parties
- Ability to build and maintain effective relationships with a wide range of stakeholders and suppliers at all levels
- Experience of working with local authorities, police, highways and transportation
- A commercial/business-like approach
- A proactive approach and ability to think creatively in finding solutions to identified problems
- Ability to work effectively as part of a team, adept at making effective use of available team resources
- Proven ability to deliver results
- Excellent organisational skills and attention to detail
- Experience of working with a wide range of organisations from the private and public sectors
- Experience of overseeing and balancing a broad and varied workload with emphasis on delivery and meeting deadlines.
- Experience of BIDs or comparable multi-agency partnership working an advantage
- Experience of report writing
- Excellent data analysis skills
- Excellent computer and data analysis skills

TIMESCALE:

Closing date for applications 10 January 2022 - later applications may be considered.

Interviews planned to be held in mid January 2022.

Application by cover letter and CV to recruit@bakerstreetq.co.uk

Any queries or requests for further information should be directed to Jenny George via recruit@bakerstreetq.co.uk