

Job Description and Person Specification

Job title:	Place Manager
Reporting to:	Chief Executive
Location:	Remote working and Kingston First's offices, Kingston town centre
Contract/hours:	Permanent/ 37.5 hours per week
Salary:	£32- 35,000, plus 8% company pension contributions
Annual leave:	26 days annual leave, plus Bank Holidays & Public Holidays
Other information:	Paid volunteering days, birthday day off, travel ticket loan, bike to work scheme and childcare vouchers offered.

Role Purpose

This management role is responsible for developing and managing projects, services and partnership initiatives which improve the town centre's streets and spaces for our members and the town's visitors. The postholder will manage the Ancient Market Place, as the civic heart of the town centre. The role combines project delivery, service management and relationship development to evolve the quality of the experience people have in Kingston. The postholder will have responsibility for building and maintaining partnerships with Kingston First's members, Kingston Council officers, stakeholders and relevant industry networks to progress our public realm related organisational goals.

Main Responsibilities

Operations and Project Management

- Develop and deliver a programme of services, including additional deep cleaning, additional greenery and Christmas lighting, to ensure Kingston First is delivering its objectives related to clean, green, attractive and welcoming streets and spaces.
- Set and manage KPIs and objectives and ensure evaluations are undertaken for projects and services. Review and analyse outcomes to contribute to and make suggestions for internal learning and improvement.
- Provide timely performance reports, updates and relevant data to inform strategic and operational plans.
- Support the delivery of projects related to the development of the town's streets and spaces in line with the Reimagining Kingston Town Centre's Streets and Spaces Strategy.
- Work with colleagues to encourage members to support and engage with the streets and spaces programme for the town centre
- Build, co-ordinate and maintain strong operational partnerships with the local authority, police and community groups contributing to the town's clean and safe environment. Create and manage partnership projects and initiatives to support the town centre experience for members and visitors.
- Respond to and develop plans to resolve town centre operational issues. Liaise with Kingston First members, team and stakeholders where needed.

- Develop and maintain a town centre continuity plan and represent Kingston First's role in town centre resilience planning.
- Regularly review and monitor Baseline Agreements ensuring agreed standards are maintained.
- Build appropriate contacts and networks locally, regionally and nationally to ensure Kingston First is aware of emerging trends, opportunities and ideas related to space and place management. Develop ideas and engage with team members on best and emerging practise.

Management of the Ancient Market Place

- Manage the Ancient Market Place, ensuring it operates successfully and delivers an excellent community and commercial experience for businesses, traders, customers and stakeholders. Develop and manage plans, KPIs and processes and provide timely reports and updates as required.
- Oversee and manage trader licenses and related documentation, ensuring all traders comply with regulations and terms and conditions; ensure that issues are resolved.
- Work with the Director of Finance to manage rent collections and rent reviews.
- Ensure the Ancient Market Place is meeting income targets in line with plans.
- Ensure all administration, record keeping and documentation is up-to-date and appropriate for reporting within the Company and to the local authority.
- Liaise with the local authority and their contractors on processes and matters related to the running of the Ancient Market Place.

Resources and Financial Management

- Ensure there is appropriate resourcing- internal and external- for the delivery of agreed plans.
- Tender for and manage the outsourcing of company contracts and supplier relationships to ensure outstanding service and best return on investment.
- Review processes and services areas and make improvements where needed.
- Plan, manage and evaluate budgets.
- Be aware of opportunities for additional project funding through external sources.

General team support

- Respond to and develop relationships with Kingston First's members and stakeholders.
- Represent and present on behalf of the Company as required.
- Deputise for colleagues as appropriate.
- Undertake any other duties consistent with the level and nature of the post.

Person Specification

We are looking for an individual who is resilient, capable of working at pace and enjoys being involved in a breadth of projects with a variety of responsibilities. The successful candidate will have the following skills and experience:

- Knowledge and experience of project and service management. Experience of working on projects or services related to town or city centre public realm desirable.
- Excellent communicator and interpersonal skills, able to engage with colleagues, members and stakeholders at all levels and build trusted relationships to inspire and influence action and outcomes

- Able to prioritise and manage different projects and services simultaneously
- Able to use own initiative to lead projects, services or products and develop ideas into deliverable outcomes
- Budget management experience
- Competent with the Microsoft Office package. Familiarity with Google suite (Documents, Sheets, Slides etc) is advantageous.
- Experience of tendering and managing external suppliers
- Able to make sound judgements and decisions in a confident and timely manner
- Experience of building and maintaining successful and effective relationships internally and externally
- Energy, enthusiasm, commitment and a can-do flexible attitude
- Demonstrable interest in town and city centres
- Able to commute/travel to Kingston town centre

Additional information: Normal working hours are 9am-5.30pm Monday to Friday. Occasional, planned evening and weekend work is required.

To apply for this position: Send your CV and a cover letter (no more than 2 A4 sides for each document) outlining your suitability for the position to Kirsten Henly, Chief Executive, kirsten.henly@kingstonfirst.co.uk. For an informal conversation about the role please email to arrange.