

OPERATIONS MANAGER/DEPUTY HULLBID MANAGER REQUIRED
37.5 HOURS PER WEEK, MIX OF OFFICE AND REMOTE WORKING

Office: 34-38 Beverley Road, Hull HU3 1YE

About HullBID: We are an independent, not for profit organisation based in Hull city centre. We represent the interests of around 830 member businesses across a wide range of sectors. Our strategy focuses around 4 themes:

- Helping keep the city centre safer
- Helping keep the city centre clean and graffiti free
- Marketing and Events
- Acting as a point of call for any issues affecting city businesses

We are seeking a unique individual to carry out a multi-faceted role as Operations Manager and Deputy HullBID Manager, with particular focus on event organising and marketing.

HullBID works to a five year tenure, culminating in a ballot taking place with BID members for a further five year extension. The next ballot will take place approximately September 2026. The renewal of contract will be dependent upon a successful ballot, however, the last two ballots achieved an 81% plus majority win.

PERSON SPEC

- Team player within a small, tight-knit organisation
- Ability to skilfully negotiate, particularly on costs
- Commitment to good governance
- Excellent organisation skills
- Exceptional customer service skills.
- Maintain confidentiality
- Have flair and imagination
- An interest in arts and culture
- Excellent writing skills
- A knowledge of Hull city centre (ideal but not essential)

SALARY: Negotiable

DUTIES:

EVENTS

- Create, implement and project manage established and new events to create an annual calendar of footfall-boosting events; work with third party organisers on larger events.
- Provide BID members with event details and where possible, invite to participate (stallholders, use of event space etc)
- Be responsible for events budgeting/spend and keep simple spreadsheets documenting spend.
- Competitively source suppliers for events... waste disposal, portaloos, First Aid personnel etc, ideally BID members or local.
- Source and liaise with potential stallholders
- Liaise with PR agent for maximum exposure in written/social media.
- Create questionnaires and gather in data from each event... numbers attending, satisfaction, accessibility etc.

- Proactively research and source new events that will support different sectors e.g. networking events for professional services (British BIDs website, other BIDs)

MARKETING

- Liaise with PR agent to pass on any newsworthy stories for inclusion in quarterly BID newsletter or worthy of a press release.
- Update HullBID website and HullBID Events website regularly.
- Keep all social media platforms including Facebook, Twitter, Linked In etc up-to-date and relevant, ensuring all BID events/projects and newsworthy stories are fully promoted.

OPERATIONS

- Deputise for Executive Director as and when required, attending stakeholder meetings with public bodies, and 1-2-1 meetings with BID members
- Respond to BID member queries or issues within 24 hours, engaging with public bodies where needed, and seeing through to resolution.
- Co-manage and oversee operational personnel with a particular focus on BID Safety Support Officers who patrol the city centre and the cleaning/maintenance officer.
- Liaise with, and utilise services of BID Business Liaison Officer/PA
- Attend bi-monthly board meetings and update on operations.
- Attend safety and security stakeholder meetings and implement actions raised.

The above principal duties and responsibilities do not include or define all tasks which may be required to be undertaken by the post-holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibilities entailed. Working patterns may be changed.