Colmore BID Job Description & Person Specification

This JD & PS covers the role described below and was drafted in June 2022

## Job title

This job is **BID Cleaner**

**Salary**

£22,000 p.a

**Hours**

Monday to Friday 37.5 Hours a week

## Job purpose

Colmore BID is one of the most successful Business Improvement Districts in the country, delivering a broad range of projects and services, from public realm improvements to award winning events. However, one of our core functions is to act as custodians of the District, which we do through an annual programme of cleaning, and visual enhancements to the area.

We are looking for a someone who takes pride in their work, who is organized and efficient and who is passionate about making places better.

The role involves providing a top up caretaker service to the District, providing additional cleaning and carrying out small improvement works.

Your role will help assist the overall delivery of the Colmore BID Business Plan and help maintain the high standard of our public realm.

## Responsible to

The person doing the job is responsible to the **Street Operations Manager**

## Responsible for

This job has no managerial responsibilities

## Duties and responsibilities

The person doing this job will be expected to carry out certain duties and hold certain responsibilities, grouped under the following aspects:

Reporting

* Daily Highway inspections and reporting of issues
* Report and record highways, street furniture defects, graffiti, ASB issues within the BID area and monitor them until they are fixed.
* Support the BID in the quality delivery of BID services at street level. Dealing with queries, complaints, and requests from members of the public, local BID businesses and visitors to the area regarding environmental issues.

Cleaning

* Daily fly posting, sticker, and graffiti removal
* Ad hoc cleansing, to include litter picking, removal of waste, light washing of streets, including the removal of human / animal waste

Maintenance

* Regular street furniture maintenance
* Low level painting projects
* Work within the BID area providing environmental improvements

General

* Complete jobs quickly and to a high standard endorsing the Colmore BID identity and brand
* Ensure all necessary equipment is in place ready for the task planned.
* Ensure all equipment is cleaned, maintained and, if necessary, disposed of correctly.
* Ensure all jobs are risk assessed and the correct use of safety equipment as and when needed.

## Physical conditions

The job is based within the BID area in Birmingham City Centre. The core working hours are [insert hours / shifts etc] however, due to the nature of the activities this role supports, weekend/evening/early morning working will be required occasionally. No additional payment will be made for work performed outside the core working hours.

## Person specification

A person would be considered for this role who meets the essential criteria below:

Qualifications

essential

* None

Skills

Essential

* Excellent communication skills to deal with one-off enquiries and complaints and resolve any conflicts appropriately in a measured, friendly, and polite manner in all circumstances.
* Physically fit and able to work mainly outside in all weather conditions and be mobile over distances
* Good interpersonal skills to establish and maintain effective working relationships and customer service skills.
* Flexible approach to changing priorities and requirements with the ability to prioritise

Desirable

* Experience of providing face-to-face customer service and a commitment to delivering a consistently high standard of service to build positive relationships with BID businesses.

Knowledge

Essential

* None

Desirable

* Knowledge and experience of working within BIDs
* Knowledge and passion about the Colmore BID area

Experience

Essential

* Ability to apply a common sense approach when situations arise but possess sound judgement to refer up where necessary.
* Ability to work alone and as a team.

Desirable

* At least 1 years’ experience in gardening and outdoor maintenance tasks
* At least 1 years’ experience in Highway maintenance reporting

Attitude

essential

* A can-do attitude. Enthusiastic, keen, and quick to learn with an attention to detail.
* Well organised, punctual, and reliable.
* Good at building positive working relationships.
* Well-presented and prepared to wear full uniform when on duty
* Willingness and ability to follow operational procedures, as dictated by the Company.
* Willingness to work flexibly including some out of core hours working where necessary.

Appearance

essential

The person delivering this role will often be the ‘face’ of CBD to the outside world. We expect a person doing this job successfully to balance an outward appearance that reflects their unique character with the expectations of the business community we serve.