

Job Description: Community Support Officer

Company: Colmore Business District

Department: Community Street Team

Location: Birmingham City Centre, Office based at B2 5TJ

Employment Type: Part-time contract (18 hours) until 31 March 2029

Hours of work: Monday - Friday shift pattern between 7am-10pm.

Salary: £25,000 FTE

Position Summary:

Colmore Business District is seeking a dedicated and professional Community Support Officer to join our Community Street Team. The ideal candidate will play a pivotal role in maintaining a safe and welcoming environment within the District by providing on-street presence, addressing issues, and supporting various community operations and projects.

Key Responsibilities:

- Conduct regular patrols of the District alone and with partners such as Birmingham City Council and West Midlands Police.
- Report street issues via email, phone, online reporting tools, and BIDBase.
- Proactively challenge and tackle begging, anti-social behaviour, and other forms of low-level crime.
- Engage with rough sleepers and street population members to offer access to services.
- Respond to service calls from businesses within the District.
- Support partners in delivering interventions, including evidence collection, report submission, witness statements, and participating in targeted operations.
- Maintain courteous, respectful, and professional interactions with partners and street population members.
- Promote a positive image of Colmore Business District to partners, local businesses, and the public.

Supporting Community Operations

- Develop and maintain a strong understanding of issues affecting the District.
- Take ownership of specific interventions to reduce the impact of on-street issues.
- Assist the Community Operations Manager in monitoring performance and compliance by partners contracted to provide street operations services.

Supporting Community Projects Related to Safety

- Support the use of crime reporting systems, including providing basic training for businesses.
- Aid in delivering projects aimed at increasing resilience and/or the perception of safety in the District.
- Provide feedback to the Colmore BID Office with suggestions for projects based on Levy Payer's feedback.

General Support

- Attend and support working groups relevant to the post's duties.
- Participate in events organised or coordinated with the BID relevant to the post's duties.
- Ensure efficient and effective resource use to achieve Colmore BID's aims and objectives.
- Contribute to developing an accessible, comprehensive, and responsive organisation.
- Ensure good health and safety practices in all operational areas.
- Promote equality of opportunity in service delivery.

- Support business visits to organisations across the District.

Required Qualifications and Skills

- SIA Badge with at least 6 months of validity.
- Patience and the ability to remain calm in stressful situations.
- Ability to work well with others.
- Customer service skills.
- Active listening skills.
- Physical fitness and endurance.
- Excellent verbal communication skills.
- Basic computer and hand-held device skills.

Preferred Qualifications and Skills

- Knowledge of security and event management.
- Experience in customer service.

Additional Information:

The role requires wearing a uniform and maintaining a smart and professional appearance, as the Community Support Officer will be the face of the company.

If you are passionate about community safety, enjoy engaging with the public, and are looking to make a positive impact, we encourage you to apply for this exciting opportunity.

To Apply please submit your CV along with a cover letter detailing your relevant experience and why you are the ideal candidate for this position to info@colmorebid.co.uk. Please reference the job title in the email subject.

Application Deadline: 22 July 2024

Interviews: 25 & 26 July 2024