

Job Description and Personal Specification BID Huntingdon Town Ranger

Job Title	BID Huntingdon Town Ranger (BID – Business Improvement District)
Purpose of Job	<p>The BID Huntingdon Ranger team is at the core of Huntingdon Town Centre and serves to ensure the welcome, safety and security of visitors, businesses and properties within the BID area.</p> <p>The role of the team is to provide a highly visible, approachable, uniformed presence on the streets of the BID area, and to act as the eyes and ears of the BID company, dealing directly with a defined range of issues and escalating and reporting any other issues to the appropriate authority.</p> <p>A major part of the role involves acting as a welcome host for visitors and customers of the BID member businesses, and being an ambassador for Huntingdon Town Centre.</p>
Organisational Fit	<p>The jobholder will report to the BID Management team.</p> <p>The job holder will be a member of a team of Huntingdon Rangers working on a shift basis.</p> <p>It is expected that over a period of time in the role the job holder will develop strong working relationships with town networks including local businesses, local agencies, the Police, Huntingdonshire Business Against Crime (HBAC), staff in the CCTV room and visitors to the town.</p>
Key Result Areas	<ul style="list-style-type: none"> • To monitor the BID area from the streets • To welcome and nurture visitors and shoppers to the town centre by building appropriate relationships which encourage repeat visits • To be a visual presence in the town centre area thereby ensuring visitors and shoppers feel safe and secure whilst in the area • To develop relationships with businesses in the area to better understand the range and breadth of opportunities available to the visitor and thereby to become an ambassador for the town • To assist in managing events and activities and ensure they run smoothly e.g. street markets, street entertainment, Christmas Lights Switch On, promotional space • Information and leaflet distribution • To identify and report to Huntingdonshire District Council any cleansing issues within the BID area and on occasions and if possible offering an interim response service if required. • To identify and report to Huntingdonshire Business Against Crime and the CCTV room any issues that cannot be resolved immediately without further intervention • To identify and escalate to the relevant authority any situations that cannot be resolved by the BID Huntingdon Rangers quickly and efficiently • To continue to monitor issues escalated until appropriate actions can be taken • To maintain timely and accurate records of incidents and issues arising • To provide support to CCTV with identification of known trouble makers • To act as a champion of the BID Huntingdon area • To ensure all Health & Safety requirements are met to the Company standard as defined by the HASWA to ensure the safety of all team members and customers • To ensure all Personnel policies and procedures are adhered to • To ensure any work plans and productivity targets are achieved through correct administration of log sheets and daily reports • To carry out any other duties identified by the BID Huntingdon Manager

Parameters of Role	<p>The Huntingdon Ranger will have authority to report issues that arise to the correct authority or CCTV control room as appropriate.</p> <p>Working for most of the time on their own, the Huntingdon Ranger will have authority to report and liaise on issues within a defined range of interactions. Failure to raise issues correctly or to the wrong authority could cause delays and therefore may pose a health and safety risk to the public or businesses in the area. Reporting of issues to the wrong authority or if not required could damage the working relationship between the BID company and its stakeholders.</p>
Qualifications & Experience	<p>Essentials</p> <ul style="list-style-type: none"> • Previous experience of a face to face customer contact environment • Previous work experience preferred, gained from any industry • Knowledge of Huntingdon <p>Desirables</p> <ul style="list-style-type: none"> • Customer service background • Knowledge of health and safety • Current First Aid certificate
Personal Attributes	<ul style="list-style-type: none"> • Prepared to work outdoors in all weathers • Excellent inter-personal skills • Excellent problem solving, listening and analytical skills • Able to deal with enquiries/complaints and conflict resolution from businesses and members of the public appropriately in a clear, concise, accurate and friendly way • Generate enthusiasm with a can-do attitude • Well presented and prepared to wear full uniform at ALL times when on duty • Able to remember and record details of incidents observed accurately • Flexibility to changes in routine • Well organised, punctual and reliable • Self motivated • Able to work on own initiative • Equally comfortable working on own or as part of a team
Hours: Location: Other: Salary	<p>Contracted Hours – 30 hours a week to be worked over 4 days Roster Monday to Saturday</p> <p>The role will be based in the Huntingdon Town Centre BID Area</p> <p>You must be prepared to work outside in all weather conditions</p> <p>Up to £17550 pro rata. Equates to £9.00 an hour.</p>