

JOB DESCRIPTION

Job Title: CF31 BID Street Marshall

Reporting to: Justin Jenkins, CF31 BID Manager

Job function:

The CF31 BID Street Marshall will be the front face of the Bridgend's BID (Business Improvement District) organisation and as such are the customer face for the BID. The Street Marshall will provide a meet and greet customer service role for the BID zone as well as working with the Police and other organisations in their effort to reduce business crime, thus improving the perception of the town centre and area, as safe places in which to be. The role is a pilot scheme with funding for a minimum of 12 months, during which the position will be assessed.

Context and Colleagues:

This role is based in Bridgend town centre on a full-time basis with flexibility on working hours. Some national travel may be required (at company's expense). The purpose of the role is to provide the BID with a branded on-street presence and communication to members of the public where they are in breach of the laws, rules and bylaws. The job also provides regular contact with the stakeholders in the BID zone to maintain and optimise communication.

This role is subject to passing initial and then regular Police vetting.

Responsibilities:

- Promote the town centre and communicate with members of the public, providing directions, advice and a general welcoming presence.
- Liaison with businesses, handling customer enquiries as they arise or referring these on to the relevant person/organisation.
- Promotion of responsible citizenship in respect of litter, graffiti and related issues.
- Assistance with the serving of Warning/Exclusion Notices and entering offender details onto a secure database
- Provision of an extensive and daily presence around the town centre and central seafront (and outskirts which fall within the Business Improvement District) in all weathers to maximise contact with businesses in the area.
- Removal of 'sharps', including broken glass and syringes as appropriate (by way of notifying the relevant authority).
- Completion of statements and attendance at court if needed.
- Report of damage/incidents to the appropriate authority which a Street Marshall believes may constitute a Health & Safety issue.
- Liaise and operate alongside the Police, Council Officers and external contractors in pursuit of Street Marshalls duties.

C/O The Management Office
The Rhiw Shopping Centre
Bridgend
CF31 3BL

CF31 Business Improvement District Ltd
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Vat No. 257437090



- Maintenance and growth of relationships with Stakeholders and other Town Centre Businesses.
- Assist with and oversee town centre events and traders where necessary.
- Use of appropriate tools and equipment, including security radios.
- Maintenance of methodical and accurate records of required information. This may be electronically or by completion of Police Statements and Pocket note books.
- Adherence to the uniform policy and adherence to the company’s general dress code.
- Attendance of training courses (at the Company’s expense) as and when required by the Company to achieve a satisfactory level of attainment.
- Completion of any cleaning, painting and repair work together with general ‘housekeeping’ tasks including the removal of graffiti, stains, weeds, rubbish etc, as directed and appropriate.
- Strict attention to personal responsibilities in the areas of risk management and health, safety and welfare, both in terms of self and others.
- Distribution of literature on behalf of the BID as required.
- Completion of site audits of the Radio-link handsets systems, as required and associated documentation.
- Completion of any other duties as deemed appropriate and delegated by the BID Manager from time to time.

Note: The above list is not in order of priority, and other tasks commensurate with the grade of the post may be required of the post-holder.

Essential	Desirable
GCSE Maths and English	First Aid Trained
Experience of working in a customer facing environment	Computer literate
Hold a current SIA license	Knowledge of Data Protection Act 1998 and GDPR regulations
Able to communicate effectively with people in a cheerful, polite and helpful manner	Customer care training
Ability to work effectively within a team	Self-defence training
Ability to work in a highly organised manner, and use initiative where appropriate but within strict Street Marshall Operational Protocol	Security experience
Proven ability to establish and build relationships with a variety of people from organisations through to individuals	Use security radios
Working knowledge of Health & Safety issues with an ability to assess certain situations from a Risk Assessment angle	Working with customers, sometimes in confrontational situations
Ability to record and maintain accurate records	Knowledge of Bridgend Town Centre and

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via PDA	surrounding areas
Good organisational skills	
Flexibility attitude in terms of hours worked (shift patterns outside of normal office hours) and tasks undertaken	
Good customer care skills: ability to deal with enquiries / complaints; conflict resolution	
Ability to remain calm in situations of provocation	
Excellent communication skills, both verbally and in writing to people of all levels and external organisations	
Recognition of the sensitivity of information obtained. Maintain confidentiality at all times	
Smart appearance, required to wear a uniform	

Person Specification:

This role is subject to passing regular Police vetting and Medical/drugs test.

Marshalls are required to partake in ongoing "PR" and will be required to have photos taken of them for PR use, as arranged by the company.

Please send a covering letter and completed application form to justin@bridgendbid.com by Thursday 20th September.

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