



Job Description

Job title	Safer Streets Officer
Organisation	Worcester Business Improvement District Limited
Reporting to	Chief Executive
Responsible for	N/A
Term	Fixed to 31 March 2025
Hours	37.5 hours per week to include some evening / weekend hours on a shift rota to support the night-time economy
Salary	£26,000
Holiday entitlement	33 days per annum (inclusive of bank holidays)
Location	BID offices, Worcester City Centre and any other locations required by BID Management to deliver the BID Business Plan

Job Purpose

Working closely with all city partners including West Mercia Police, Worcester City Council, Worcester Cares, and businesses to deter crime and anti-social behaviour with a primary focus on safer streets. To be a visual and consistent presence in the city, sending a clear message that we have zero tolerance for crime of any sort in the city centre.

Key Duties and Responsibilities:

- To monitor the BID area from the street perspective and keep abreast trends as well as benchmarking against other cities by liaising with other BIDs.
- To be first point of contact for all BID businesses from a safe and secure perspective. To ensure links are established with the most appropriate person at each organisation and to facilitate effective information sharing.
- To understand the issues and challenges faced by businesses and to regularly report on city centre activity and areas for development and improvement.
- To develop positive relationships with BID levy payers, stakeholders and partners to gain knowledge and understanding of the range and breadth of opportunities available with respect to safety and security.
- To deal with questions and queries from levy payers and stakeholders, feeding back to the BID team as necessary to inform BID activity.
- To identify and escalate any situations that cannot be resolved by the Safer Streets Officer to the relevant authority, including anti-social behaviour and safety and security incidents along with non-security related problems like litter, flytipping and graffiti.

- To continue to monitor escalated issues until appropriate actions have been taken.
- To maintain timely and accurate records of incidents and issues arising.
- To represent the BID on groups and forums including Safer Worcester, to ensure other partners understand the needs of BID businesses and the challenges faced by them.
- To coordinate the CityNet radio system, setting radio and other protocols, and to ensure that users adhere to those standards. To ensure users receive appropriate training and support.
- To provide regular store team training to support with loss prevention and CityNet radios.
- To maintain the Intelligence Sharing Network via DISC.
- To provide monthly reports to the CEO showing issues raised, actions, interventions taken and if that issue is now resolved or passed onto another agency and the progress they are making.
- To be actively involved in City Sessions, and to promote and support BID projects, events and seasonal campaigns.

General duties:

- To ensure that all engagement and activity with BID businesses is recorded accurately on the CRM System
- To ensure that all activity complies with GDPR and Data protection Act 2018
- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training activities
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job, whether that be on-the-job training, in-house training or external training courses. Like SIA, CSAS, first aid, loss prevention, managing conflict and physical intervention.
- To undertake health and safety duties commensurate with the post and as detailed in the organisation's Health and Safety Policy
- To act at all times as an ambassador of Worcester BID, positively promoting the organisation to members and stakeholders.

Person Specification

Qualifications, Knowledge and Experience

- Experience of providing face-to-face customer service and a commitment to delivering consistently high standard of service to build positive relationships with BID businesses
- A can-do attitude with enthusiasm for Worcester and the ability to apply critical thinking and common sense to situations which arise
- Excellent communication skills to deal with one-off enquiries and complaints and resolve any conflicts appropriately in a measured and friendly manner
- Good at keeping clear, concise and accurate records of enquiries, complaints, activities and other detailed information
- Good at building positive working relationships

- Well organised, punctual and reliable
- Able to work on your own and as part of a team
- Excellent problem solving, listening and analytical skills
- Physically fit and able to work mainly outside in all weather conditions and be mobile over considerable distances
- Flexible about working hours and tasks undertaken
- Good basic computer/IT skills and a knowledge of social media

Desirable

SIA badged; training will be provided if required