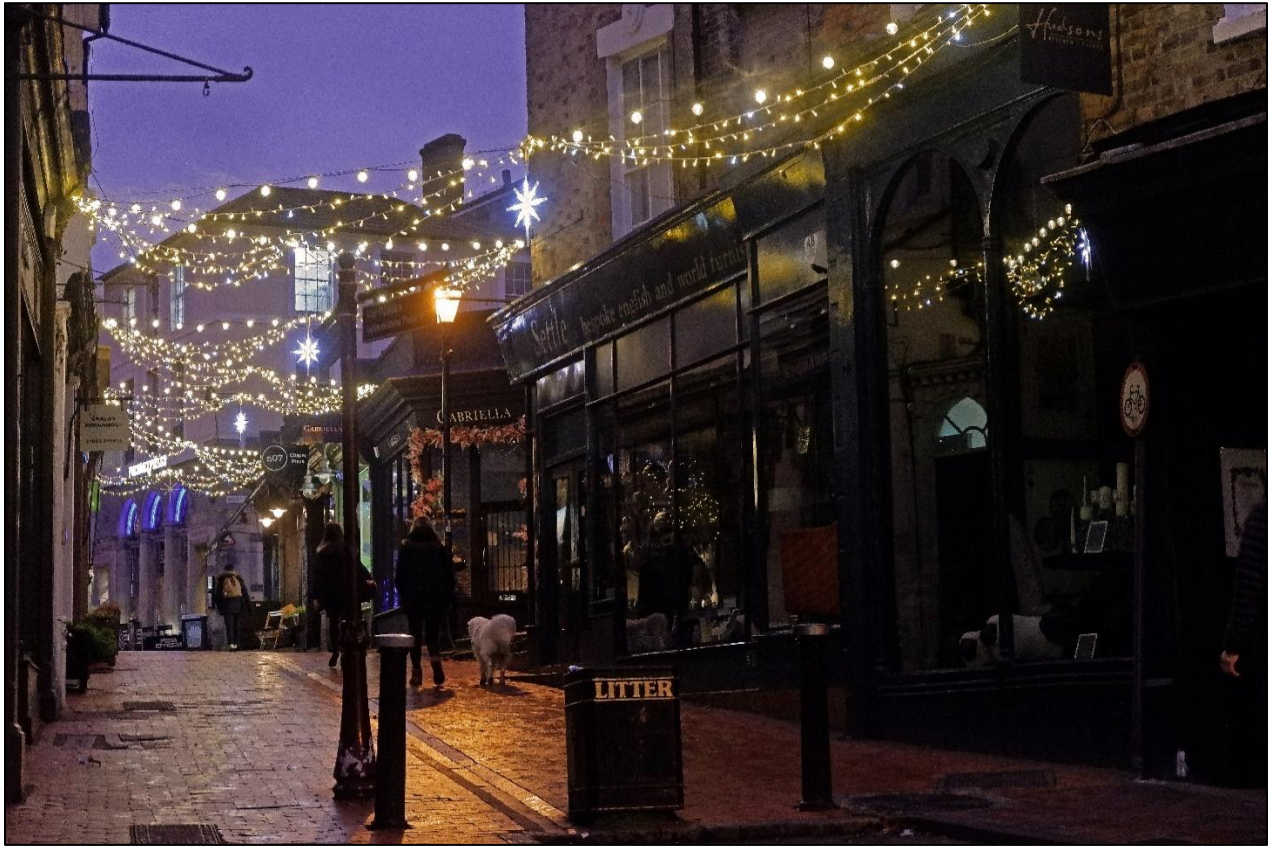




ROYAL TUNBRIDGE WELLS TOGETHER BUSINESS IMPROVEMENT DISTRICT



Maintenance & Support Officer Role Pack



Royal Tunbridge Wells - RTW

RTW has a rich and fascinating history, one of only a few spa towns in the UK, beautiful, picturesque parks, home to a diverse mix of high-quality branded retailers, specialist independent shops, hotels, bars & cafes and businesses across a range of sectors. However, despite our strengths and unique selling points RTW has not been immune to the economic challenges facing many town centres (particularly since Covid). Our businesses have suffered, and our retailers particularly have struggled with the changing face of consumer behaviour and impact of online shopping.

RTW Together - RTWT

We believe that a Business Improvement District (BID) can give businesses the power to make significant, targeted and sustained improvements to our town.

RTWT BID was launched on 1 April 2019 and has made great progress since then, particularly during the difficult Covid19 restrictions where we were able to support businesses navigate this challenging environment.

The 700+ RTWT BID levy payers are comprised from a range of sectors including national and independent retailers, professional services (financial, insurance and legal), creative, media, cultural organisations, tourism and hospitality. The town has a well-deserved reputation as a destination town with a rich heritage offer and beautiful countryside nearby.

Whilst the future remains uncertain with plenty of challenges on the horizon, at RTWT we are excited to face them and use our resources to make tangible differences to supporting RTW and local businesses develop and thrive.

Who we are looking for

We are now seeking an enthusiastic and energetic individual who is well organised and happy to get stuck into a range of activities including setting up events and maintaining the public realm in Tunbridge Wells, able to work alone and under the own initiative when needed.

The role will involve a varied array of weekly tasks including event set up/breakdown, graffiti removal, public realm assistance and promotional distribution.

We are aware that highly capable prospective candidates sometimes rule themselves out of applying for roles because they're worried, they don't quite fit all the requirements, or because they've gained their experience in an unconventional setting (e.g. through voluntary work or in a different sector). So, if you're not sure if you're quite right for the job, please do get in touch with biddirector@rtwtogether.com to chat a bit more about the role.



Role Description

Job Title: Maintenance & Support Officer

Responsible to: Chief Executive Officer

Responsible for: N/A

Purpose of Role:

To support the team of the Business Improvement District of Royal Tunbridge Wells, through a variety of manual tasks which support the maintenance of the public realm and support for BID-run events.

Key Responsibilities

- 1. Public Realm Maintenance** – To support in the maintenance of the public realm through activities such as graffiti removal and infrastructure cleaning, painting and maintenance.
- 2. Public Realm Planting** – To work with In-Bloom to engage in town centre planting initiatives including, planting, de-weeding and watering.
- 3. Project & Event Delivery** – To support the delivery of BID projects and events such as set-up and break-down (e.g. erection of gazebos, delivery of kit to event locations).
- 4. Promotional Distribution** – To aid in the promotion of events through leaflet distribution and installing and removing promotional banners/boards where necessary.

Key Measures of Success

- BID Projects and activities are delivered effectively and efficiently.
- Town centre looks positive and not run down
- Increased engagement by BID members with the BID and its activities.
- Promotional material is put up and taken down in a timely and neat manner.
- Positive feedback from BID Members specifically with regards to the public realm, BID resources and events.
- Positive feedback from BID Staff.

Person Specification

Essential

- A valid UK driving license & access to a vehicle (van required)
- Experience with the use of hand and power tools (e.g. electric saws and drills)
- Experience of risk assessing work environments and practices to ensure personal and public safety
- Comfortable carrying out a role which requires varied activities and site visits around Tunbridge Wells including undertaking routine maintenance tasks requiring the use of tools
- Good organisational skills and ability to work flexibly to respond to multiple needs.
- Able to transport and carry tools, equipment and materials as required
- A natural collaborator with the ability to work productively with others as well as independently.
- A self-led individual able to act independently under own initiative.
- Willingness to participate in on-call arrangements, as required by the service.



Person Specification

Desirable

- Technical qualifications or experience in plumbing, electrics or equivalent.
- Experience maintaining the public realm.
- A proven track record of successful project delivery including experience of overseeing contractors and suppliers.
- Comfortable using computers, including Microsoft Office and the internet.
- Lives in or near to Tunbridge Wells.



Role Details and Remuneration

Fee: £12,000 per annum (with opportunity for bonuses after completing 1 year of service)

Full time equivalent is £30k per annum

Scale of work: 16 hours per week

Attendance at evening and weekend events and meetings will at times be required.

Flexible hours are possible subject to organisational requirements.

Location: Primarily moving around Tunbridge Wells but welcome to come into office as and when needed.

Contract: Full time contract with 3 month probationary period.

Benefits: The BID Employee Assistance program offering independent, confidential support to employees and immediate family on health, personal, workplace, legal and money issues will be extended to cover this role.





How to Apply

Application process: Applicants should get in touch with the BID Director to discuss the role.

Deadline for applications: Applications will be considered as soon as received.

Equal Opportunities: We'd also appreciate it if you could complete [an equality and diversity monitoring form](#) (link listed on website, about us page). This will be stored separately to your application and is purely to help RTW Together assess and improve our recruitment processes.

Questions: Initial questions may be directed to Alex Green, biddirector@rtwtogether.com

Role commencement: Immediately subject to availability

If you need this information in another format or have any access requirements for application or interview, please contact hr@rtwtogether.com

Further Details

Data Protection

Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process. Information provided on the Equal Opportunities Monitoring Form is separated from your application, held confidentially and only used to monitor and analyse RTW Together's policies. It is not used during the short-listing process. Your application will be kept on file for a maximum of 12 months and then destroyed.

Equal opportunities

RTW Together values and promotes diversity and is committed to equality and opportunity for all. All employees are required to comply with and actively promote our Equality policy, and no job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion. If any candidates have any concerns about the specifics of the recruitment process, they should make contact to discuss any potential adjustments.

Right to work

You must have the right to work in the UK. Unfortunately, we're not able to support work visa applications.

