



# ROYAL TUNBRIDGE WELLS TOGETHER BUSINESS IMPROVEMENT DISTRICT



## Projects 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 a dynamic and motivated individual who is an organised self-starter that can engage actively in the office as well as help support the running of events and engage actively with businesses and the community of Royal Tunbridge Wells.

The role will involve some desk work, some event management and co-ordination as well as visiting businesses across the town to engage with them positively on behalf of the BID.

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 [projectmanager@rtwtogether.com](mailto:projectmanager@rtwtogether.com) to chat a bit more about the role.



## Role Description

**Job Title:** Projects Officer

**Responsible to:** Project & Operations Manager

**Responsible for:** N/A

### **Purpose of Role:**

To support the team of the Business Improvement District of Royal Tunbridge Wells, through administration, engaging with levy members and through event and project planning and delivery.

## Key Responsibilities

1. **Project & Event Delivery** – To support the planning, preparation for and delivery of BID projects and events.
2. **Project Engagement** – To manage the booking process for BID projects and initiatives including the BID school and events.
3. **Business Engagement** – To engage with BID members by phone, email and in person to build up contacts. Promote RTWT activities and encourage active participation from BID Members, including feedback regarding future activities.
4. **Resource Provision** – To oversee access to free BID digital resources and the hiring out of BID physical equipment to BID members and partners, including delivering RTW Guides & Maps to local venues.
5. **Database** – To input and maintain business, personnel, project and activity data within the BID database system – Vicinity and the Mailchimp contact list.
6. **Website** – To update and maintain the RTW Together Website with content, programs and activity.
7. **Newsletter** – To support the drafting of articles for the monthly BID newsletters.
8. **WhatsApp** – To support the promotion of and BID levy comms through the RTWT WhatsApp Community.
9. **Administration** – To support BID staff with a range of administrative duties as required.
10. **Research** – To research potential initiatives and projects as directed.

## Key Measures of Success

- BID projects and activities are delivered effectively and efficiently.
- BID Members are able to book and access BID services and resources with ease.
- The BID has accurate and timely records of engagement.
- Increased engagement by BID members with the BID and its activities.
- BID Database Vicinity is accurate and up to date.
- Website content is accurate, engaging, easy to read and find.
- Newsletters are well received with high open rates and click throughs.
- Strong engagement within the WhatsApp community.
- Positive feedback from BID Members.
- Positive feedback from BID Staff.



## Person Specification

### Essential

- Good organisational skills and ability to work flexibly to respond to multiple needs.
- Strong communication and influencing skills including an ability to articulate the BID initiatives and projects to inspire engagement by BID members.
- An eye for detail
- Experience of Office suite packages
- A natural collaborator with the ability to work productively with others.
- A self-led individual able to act independently under own initiative.



## Person Specification

### Desirable

- A proven track record of successful project/event management and delivery including experience of overseeing contractors and suppliers.
- Experience of database management
- A good level of budget management and numeracy skills.
- Experience of working with websites
- The ability to solve problems creatively.
- Competence in the use of a range of business IT applications and social media such as MailChimp, Canva and Instagram.
- Lives in or near to Tunbridge Wells.



## Role Details and Remuneration

- Fee:** £27,000 per annum (with opportunity for bonuses after completing 1 year of service)
- Scale of work:** 40 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:** Office space will be made available within the BID Office (currently Tunbridge Wells High Street). In person associated meetings/events will be needed around Tunbridge Wells.
- 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 Project & Operations Manager to discuss the role.

**Deadline for applications:** 12pm 27<sup>th</sup> April 2026

**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 Grace Simpson, [projectmanager@rtwtogether.com](mailto:projectmanager@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](mailto: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.

