

Job Description and Person Specification

Job title:	Project Support Executive
Reporting to:	Engagement and Insights Manager
Location:	Remote working and Kingston First's offices, Kingston town centre
Contract/hours:	Permanent/ 37.5 hours per week. We operate on a 4 day week basis. This means colleagues are paid full salaries working at 80% of contracts, whilst maintaining productivity and efficiency. Your days and hours are flexible and approach agreed with your line manager.
Salary:	£26,000, plus 8% company pension contributions
Annual leave:	27 days annual leave, including Bank Holidays & Public Holidays
Other information:	Paid volunteering days, travel ticket loan, bike to work scheme and childcare vouchers offered.

About Kingston First

Kingston First is a business improvement district (BID), which operates in Kingston town centre. We are a not for profit company and our role is to support and represent the local town centre businesses and organisations. Our vision is for Kingston to be a vibrant town where everyone has an amazing experience.

Our services range from public realm improvements and creating a welcoming experience to providing marketing support to businesses and helping to promote and raise awareness of Kingston.

We are a small, agile and friendly team who support and trust each other and who are passionate about what we do.

Role Purpose

This role will support the Engagement and Insights Manager in the delivery of projects and services that support our engagement with members and enhance our streets and spaces.

This role spans the business with lots of opportunities to learn and be involved in some exciting projects. We're looking for someone who is curious, happy to use their initiative to solve problems and passionate about finding out about our business.

We're open to receiving applications from people that have different sector experience that meet the person specification below.

Main Responsibilities

Database and Insight

- Assist the Engagement and Insights Manager in the gathering of research, policy and information to help serve our members and achieve key business objectives.
- Be responsible for updating, maintaining and creating reports and insight from our CRM database.
- Co-ordinate data and produce monthly town centre performance reports and assist with communicating the information internally and externally.
- Support the administration and content development for the Kingston First website; ensure it is regularly updated.
- Lead on all member and employee aspects of the InKingston App including business liaison, manage technical upkeep, ensure offers are regularly updated, administer the sign-up of new members and produce quarterly reports to track the performance of the scheme.
- Research and work closely with suppliers/external teams to deliver projects, events and services.

Engagement and Communication

- Manage creation and delivery of all member communications, including e-newsletters and LinkedIn posts.
- Answer member, stakeholder and public queries promptly. Escalate emerging issues or opportunities to the senior management team.
- Proactively build relationships with members, partners and stakeholders, supporting Engagement and Insights Manager with welcome meetings for members.
- Lead on development of the training programme for our members, including evaluation processes, with support from Project and Administration Assistant.

Project and Company Support

- Provide support with projects and services as required, including project management, meeting facilitation and booking.
- Assist the Engagement and Insights Manager on the development and delivery of initiatives that help improve our streets and spaces.
- Seek out best practice and share ideas for improving or developing our projects and services.

Person Specification

We are looking for an individual who is resilient, capable of working at pace and enjoys being involved in a breadth of projects with a variety of responsibilities. The successful candidate will have the following skills and experience:

- Excellent analytical skills, comfortable manipulating data, translating complex information and identifying trends and reporting on these both verbally and in writing
- Excellent communicator, both written and verbal and able to adapt style for different audiences
- Able to effectively prioritise workload, manage a variety of administrative tasks and produce work that is accurate and to a high standard

- Ability to juggle multiple priorities and tasks and meet tight deadlines
- Proven track record of using initiative to tackle problems
- Experience of using MailChimp and website platforms essential
- Strong working knowledge of Microsoft and/or Google packages, in particular Excel/Sheets and Powerpoint/Slides
- Experience of managing services and suppliers and ensuring value for money
- Self starter with the ability to hit the ground running
- Ability to build relationships with members and stakeholders
- Team player who is also happy to work on their own
- Demonstrable interest in town and city centres
- Can commute/travel to Kingston town centre