

Job Description

Title: Public Realm and Operations Manager

Salary: £40,000 - £45,000 per annum, dependent on experience

Hours: Full time, 37 hours per week. Some early morning, evening and weekend working required.

Location: Niddry Lodge, 51 Holland Street, Kensington, London W8 7JB

Reports to: CEO, Opportunity Kensington

Opportunity Kensington, a new Business Improvement centred around Kensington High Street, is seeking a creative and resourceful individual with experience in commissioning and managing public space projects. The task is to deliver high quality and creative projects to improve the streets and public spaces in the Kensington BID neighbourhood.

This is an exciting time to join us and help shape the future of Kensington High Street and its environs. Working closely alongside other members of the BID team, local businesses, key stakeholders and suppliers, the Public Realm and Operations Manager will be responsible for the delivery of a range of public space projects and operational initiatives that fulfil the objectives of the business plan.

Job overview

The Public Realm and Operations Manager will:

- Be responsible for the delivery of the 'Welcoming Public Spaces' business plan and manage meetings of this group to steer programming.
- Develop and deliver a programme of public realm improvements and place management activities to enhance the attractiveness and resilience of the BID neighbourhood.
- Draft design briefs and commission design and other professional services associated with the development, design and implementation of public space improvements.
- Develop and nurture collaborative and partnership working with colleagues, member businesses, external agencies including Royal Borough of Kensington and Chelsea, Transport for London and the Greater London Authority.
- Establish and manage a community warden scheme for the BID in partnership with RBKC, the Met Police and other relevant stakeholders.
- Engage with key landowners within the BID area to help inform placemaking objectives.
- Keep a register of major developments in the planning pipeline within the BID area.
- Work with planning officers within RBKC to determine local priorities for investment in public realm projects through planning gain including S106 and CIL.
- Develop bids to external funding agencies, to help leverage match funding and further investment in the BID area.
- Develop horticultural and other management / maintenance plans for public realm projects developed by the BID, ensuring they are safe and well maintained.
- Line manage the Kensington Urban Gardener.
- Work with the Marketing and Member Engagement Managers to co-commission projects, research and manage communications channels.

Person specification

Opportunity Kensington aims to attract and retain people from all backgrounds.

There is no preference for a candidate to have prior knowledge of Business Improvement Districts, but you need be able to demonstrate relevant experience and skills in the following areas.

Required skills and experience

- Experience of initiating, developing, delivering and evaluating complex projects relating to place making and place management.
- Demonstrable experience of developing collaborative project partnerships, with colleagues and external stakeholders from the public and private sector.
- Experience of brief development, commissioning/delivering professional services contracts, and procuring or delivering capital works contracts related public spaces.
- An understanding of the planning system both in terms of strategy and policy at national, regional and borough level, and of the process for obtaining consent and secure improvements to public spaces.
- Experience of developing innovative and creative project ideas and delivering these through thoughtful public realm projects.
- An understanding of potential funding sources to match fund place-based projects, excellent understanding of policy and practice, related to placemaking, place management, urban design and green infrastructure.

Desirable

- Experience of horticulture and an understanding of the value of green infrastructure in urban contexts in helping to mitigate climate change.
- Experience securing match funding for projects, or of managing projects which included external funding sources.
- Experience of engaging arts and cultural organisations in project delivery.
- A qualification in a project management and/or built environment discipline.
- Experience of managing employees and supporting their personal development.
- Able to confidently network and develop positive working relationships with Opportunity Kensington's members, partners and stakeholders.
- A competent communicator with a friendly and professional manner via telephone, email and face to face meetings.
- Able to prioritise and manage own workload, working under own initiative.
- Thorough and accurate with excellent attention to detail.
- Confident user of standard MS Office software packages.
- Proactive and self-motivated, ability to prioritise own workload and to work to tight deadlines.

How to apply

Applicants should send a CV and short covering Letter outlining their interest in the role and relevant experience to Giles Semper at gs@opportunitykensington.co.uk

We welcome applications from all, regardless of personal characteristics or background.

Incomplete applications will not be considered. Applicants must be able to demonstrate the right to work in the UK.

About Opportunity Kensington

Opportunity Kensington is a Business Improvement District (BID) centred around Kensington High Street, working in partnership with local businesses and stakeholders to create a thriving destination, welcoming public spaces and a connected business community. Following a successful ballot result in early 2022, Opportunity Kensington formally launched on 01 April. Information about the BID area, its governance and strategic priorities, can be found in the [Opportunity Kensington Proposal 2022 – 27](#).

Opportunity Kensington's members are the almost 400 businesses that pay its annual levy.

Standard employee benefits are offered including 22 days holiday per annum (pro rata), in addition to public holidays and a contributory pension.