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| **Job title** |
| **Business Crime Liaison Officer** |
| **Site Name and Location** |
| **Colchester Business Improvement District (BID)** |
| **Working Hours** |
| **40 hours a week, 5 days a week** |
| **Salary** |
| **£25,000-£27,000 DOE** |
| **Purpose of the Role** |
| Our Colchester Business Improvement District (BID) is an organisation that represents more than 400 businesses across Colchester town centre and aims to make a difference to our streets. By building relationships and partnerships with key stakeholders across the town, we see Colchester moving in a positive direction through Invigorating, Imagination and Connecting.This role is to deliver support and guidance to all BID businesses across the town centre alongside playing a vital role in liaison with key partners such as Essex Police, Colchester Borough Council and other essential organisations in the sharing of trends and data to reduce business crime and improve the perception of safety for the town centres residents, consumers and workers. This role will work with day time and night time economy businesses and therefore, although the majority of your hours will in during the day, there is an expectation to complete regular visits/audits through the night time economy.The role will be reporting to the Our Colchester BID Manager day to day, the employer will be Savills Management Resources.**This post is subject to an enhanced DBS Check.** |
| **Key Responsibilities** |
| * Act as an interface between the BID and businesses, including the organisation of training, support and regular briefings for members
* Engage with town centre businesses to collect data on crime trends within the BID
* Support town centre businesses to report crime/incidents through the appropriate channel and identify ways of making this more efficient
* Liaise with local partners through the appropriate forums to share concerns and issues that town centre businesses have
* Undertake continuous professional development (CPD)
* Develop reports to submit to your line manager and BID Board, where appropriate
* Deliver ad hoc training and educational programmes with businesses such as radio training
* Support in the rollout of BID crime reduction projects
* Deliver business crime updates to businesses through attendance to key groups (such as Pubwatch, Retail Forum, Leisure Recovery Board and Town Centre Action Partnership) and through communication channels such as Newsletters and digital memos
* Respond positively, politely, and promptly to town centre users’ enquiries and carry out yourduties in a professional and courteous manner
* Ensure the BID brand is represented at all times as set out in the brand guidelines
* Represent and promote the Company wherever possible
* Demonstrate initiative, common sense and use good communication skills

*The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation.*  |
| **Skills, Knowledge and Experience**  |
| * Comfortable working in a face to face on-street capacity and in uniform
* An understanding of Data Protection legislation, of CCTV systems in use both by public bodies and private (retail) operators, and the uses of such data for evidential purposes
* An understanding of criminal and civil law particularly as applicable to street and retail crime
* Possess excellent communications skills and attention to detail at all times
* IT Literate including Microsoft Office (most importantly excel)
* Excellent written communication and numeracy skills
* Creative approach to problem solving and value enhancement
* Ability to multi-task whilst maintaining high standards
* Excellent prioritisation and time management skills
* Strong negotiation skills, particularly in respect of contract negotiations
* Be able to pro-actively seek ways to improve own performance
* Ability to work on one’s own initiative, with communication of activities back to line manager
* Ability to work with professionalism and integrity at all times
* Willingness and ability to follow operational procedures, as dictated by the company
* Experience of working with databases, particularly the ACT! database system would be advantageous.

**Essential:**Previous experience in a role dealing with:* Knowledge of or experience in the leisure and/or retail trade, particularly in relation to business crime issues and/or security.
* Experience in partnership working.
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