



Job description			
Job title	Town Centres Officer		
Grade	J		
Directorate	Regeneration & Economic Development		
Service/team	Housing & Property / Town Centres Management		
Accountable to	Group Manager - Town Centre Management / Town Centre Manager		
Responsible for	Not applicable		
JE Reference	A4852	Date Reviewed	August 2024

Purpose of the Job

The Town Centres Management Service has responsibility for the day-to-day functions that enable the borough's town centres to operate successfully. This includes direct responsibility for the operation of the Council owned car parks, liaising with businesses in the town centres and working alongside other Council services to ensure that the town centres are attractive places to visit. The service also acts as advocates for the town centres and coordinates a range of activities and events with external partners to promote the borough's town centres as places to work and visit. The service also manages Kirkby Market, a successful 6-day market supporting over 50 small businesses with high quality and affordable permanent stalls.

The Town Centres Management Service also works alongside the Major Development Team to provide an enhanced service and dedicated resource to proactively drive the delivery and the implementation of our three Town Centre investment plans.

The Town Centres Officer will support the service in all aspects of its work.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. In conjunction with the Group Manager – Town Centres and the Town Centre Manager, other Council teams and any external partners, facilitate and manage events and promotions in the Borough's town centres. This



work may include working evenings, weekends and bank holidays as required.

2. Manage the town centre social media accounts and WhatsApp groups, providing a high quality and consistent social media presence, and responding to all questions and queries raised.
3. Maintain close links with all contractors and agencies that provide services/support to the Borough's Town Centres. Where directed to do so, the postholder will be responsible for ensuring the performance of contractors in line with agreed specifications on cost and quality.
4. Assist in managing the commercial spaces available in the town centres including liaising with users/agencies, arranging access, billing and income budget monitoring.
5. Develop and maintain close relationships between the Council and Town Centre businesses or other groups, agencies or stakeholders.
6. To assist in the administration and delivery of town-centre focused UKSPF programmes, including being project lead on Food Hygiene and Business Support programmes. These duties to include management of the providers, arranging seminars, signing up businesses, ensuring monitoring evidence is provided and processing of invoices.
7. To represent the service where necessary at Committees, working groups, public meetings, client meetings and meetings with external organisations as required by the Town Centres Management team.
8. Assist in the management of the revenue budgets for the operation of the Town Centres Management team, including taking responsibility for specific project-related budgets such as UKSPF.
9. To provide additional staff cover for Kirkby Market where required, including working on a Saturday if required.
10. Investigate basic and intermediate complaints received from businesses and residents and resolve such complaints where possible.
11. Collate Town Centre performance monitoring data for use by the Town Centres Management team.
12. To perform any other duties as required by the Line Manager and/or the Head of Housing and Property that are commensurate with the grade and responsibilities of the post.
13. There is an expectation that the post holder will be based at Invest Knowsley (Huyton) but will be required to work in alternative locations across the Borough on a regular basis.



HOURS

Standard working week 36 hours Monday – Friday.

The post holder will be required to work evenings, weekends and bank holidays on occasion as required to manage and support events, provide cover at Kirkby Market and in the case of reactive incident management.

This post is subject to the Council's flexitime system

Knowsley Better Together – Staff Qualities



Health and Safety

- To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post.
- To ensure the safe operation of events within town centres in accordance with Health and Safety Legislation.
- To inform management of any breach of health and safety issues or indeed of any situations or events which it is considered could place any individuals in danger, including members of the public.
- To ensure that as an individual the post holder is aware of the issues of lone working and acts in accordance with any training briefing or advice given.



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.