



## The Northbank Business Improvement District

Job Description: Placemaking Projects Manager  
Salary pa:

Report to: Operations Director  
Based at: Somerset House, London WC2

### **About the Northbank BID**

The Northbank BID is offering this once in a career opportunity to participate in the transformation of the Northbank. The Mayor of London, Transport for London (TfL) and Westminster City Council (WCC) are working with The Northbank BID to deliver a transformational programme of placemaking projects across the Trafalgar Square, Strand and Aldwych district.

You will join one of Britain's largest Business Improvement Districts in its newly created Place Making role. Our aim is to make this area of London the world's first choice for visitors, businesses and investors. This role will be critical to realising our aim by shaping the experience of visitors to the West End through the delivery, advocacy and influencing the final design of key services for BID members and visitors to the Northbank.

### **Overview of Project/Role**

You will be reporting to the Operations Director and will be influencing and delivering an exciting programme of placemaking projects and services. The role is for a fixed term circa to 2023 years in line with the BID renewal process.

Your key accountabilities will include:

- The Trafalgar Square, Strand and Aldwych district placemaking strategy development and advocacy, including public realm design and planning,

wayfinding, animation, retail curation, buildings illumination and place-management.

- Business Improvement District member and stakeholder engagement and development of transport and placemaking consultation responses, in collaboration with the Public Affairs Director.
- Influencing design, management and activation approaches to key placemaking projects across the Northbank BID footprint.
- Commissioning and leading research to influence and inform strategic thinking on the future of the West End.
- To work with WCC and TfL to client and commission key public realm projects (including but not exclusively Strand/Aldwych, Villiers Street, Strand West projects and the Riverfront) to ensure their delivery to time, quality and within budget.
- Management of public realm projects including the curation and activation of the spaces.
- Build positive relationships and articulate the Northbank's vision and business strategy, both internally to the team, with members and key external stakeholders and partners.
- Delivery projects in line with WCC Policies including Climate Emergency and a sustainable future.
- Work with our businesses on freight consolidation in the area and across South Westminster and promote active travel.
- Drafting and presenting well written and timely reports for project and strategic boards.
- Supporting and advising the Chief Executive Officer and Northbank Board Members in assembling funding towards key projects.
- Responsible for the day to day management of project governance, reporting and control structures, with issues, risks and decisions escalated through the agreed current internal and also partnership arrangements as appropriate.
- Coordinating with the Placemaking and Operations Director on setting, measuring and reporting on key performance indicators.
- Coordinating with the Public Affairs Directors to ensure members and key stakeholders are continuously and fully briefed on key projects.
- Responsible for compliance with relevant Health and Safety legislation, resolving arising issues or escalating as appropriate and ensuring safe delivery.

## **Skills, Knowledge & Experience**

### **Skills**

- Professionally qualified and experienced in a relevant discipline (public realm designer, transport planner, civil engineer, Chartered surveyor, RTPI or equivalent).
- A good understanding of public realm design principles and processes.
- Qualified and experienced in the planning and delivery of complex projects.
- Experienced in risk management.
- Experienced in the management of suppliers.
- Experience of managing project and programme budgets.
- High levels of written and verbal communication, advocacy and influencing skills appropriate for a complex and dynamic stakeholder environment.

### **Knowledge**

- Good knowledge of highways, public realm and placemaking disciplines.
- Knowledge of Business Improvement District purpose and legal context.
- Good knowledge and understanding of project and programme management methodologies and their practical application in a transport setting.
- Good knowledge and understanding of project controls tools and techniques.
- Good knowledge and understanding of project budgeting, procurement processes and contract management in a project setting.
- Understanding of local authority elected Member committee and Cabinet Member approvals.
- A good understanding of the appropriate legal frameworks including, planning, highways, environmental, transport, health and safety and construction and design management.

### **Experience**

- Experience of working on large scale and transformational public realm projects.
- Experience of working with senior managers in both the public and private sectors.
- Proven record of taking personal responsibility and accountability for delivery of projects, where there are multiple interfaces, and delivering to time, budget and quality.
- Personal responsibility and accountability for leading and managing teams in a matrix environment, across organisations.

- Experience of managing performance and delivery through external contractors and/or suppliers.
- Leading and delivering change at management level.
- Experience of managing high performance across matrix teams/resources through the effective management, development and empowerment of staff and people from other organisations.

### **Equality & Diversity**

We value equal opportunities and diversity. We do not discriminate on the basis of race, religion, colour, gender, sexual orientation, age or disability status.

If you are interested in this position, please send a covering letter and CV to Mary Ward, Office Manager at: [mary@thenorthbank.london](mailto:mary@thenorthbank.london).