**Graduate Internship Programme – Employer Job Description**

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| **Job title** | Business Support Officer (ACTBID) |
| **Organisation** | Your Acton Business Improvement District |
| **Line manager who the intern will report to** | Natasha Patel |
| **Is this role hybrid working or permanently onsite at your company?** | Permanently working onsite |

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| **Please provide a one sentence description for advertising the role on the GI website** |
| The Business Support Officer's role is to liaise and build relationships with businesses in the Business Improvement District (BID) area. |

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| **Main purpose of the job** |
| The aim of the internship is for the post holder to gain employability skills and experience of working in a professional working environment and an understanding of aspects of the business.  The main purpose of this role is to provide project, administrative and technical support to cover the duties of graduate level project (s) assigned by a line manager from Your Acton BID (Business Improvement District)  The post holder will be working within a team and will be expected to use their own initiative and undertake self-directed learning within a supportive environment to develop their own skills and gain a good working knowledge of the Your Acton BID policies and procedures and of the wider University, in order to make a positive contribution to the team and Your Acton BID.  Graduate Interns will be supported throughout their internship with a programme of development and evaluation. |

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| **What you will gain from this internship** |
| * Build relationships with key stakeholders (Met Police, Ealing Council and Developers) and within the community. * Gain experience, working on multiple projects and activities, building your confidence in giving customer service and client relationships when under pressure. * Learn how to monitor and evaluate the progress of projects and services. * Learn and understand how diversity and culture within Acton make a Town Centre |

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| **Key areas of responsibility** |
| * Visit Businesses regularly to update them on BID matters, benefits, and projects. * Collect the contact information of day-to-day business managers, area managers, marketing departments and head office. * Stay abreast of BID data, new refurbishments, planning applications and what is happening in the town. * Provide creative input and suggestions for projects and events that can enhance the town's perception and encourage footfall. * Work with the BID Manager, team members and the Board to deliver the projects outlined in the business plan 2023-28 |

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| **Skills/knowledge that would be desirable** |
| * Confident in handling sensitive situations on an individual or group basis, with the ability to always remain calm and professional. * Able to inspire and attract business member involvement in the BID and the services and projects the BID offers. * Willingness to undertake other tasks to support the BID Management Team. * Excellent communication skills: both written and verbal. * Able to walk for a long period of time. * An understanding of Business Improvement Districts and their operation. |

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| **Recruitment criteria** |
| Graduate must have completed an undergraduate degree, BA/BMus/BSc/BEng/LLB etc. and be from the summer graduating class of June/July 2023. |

Updated: Jan 2024