
South Bank Employers' Group

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JOB DESCRIPTION

Job Title: Public Realm Coordinator
Report To: Public Realm Manager
Salary pa: circa £26,000
Start date: As soon as possible

South Bank Employers' Group is an association of the major organisations in the South Bank and Waterloo dedicated to achieving the best possible experience for employees, residents and visitors to the area.

The Group's vision is to make the South Bank and Waterloo:

- A desirable destination for cultural pursuits, business and pleasure
- A place which supports and encourages investment and business growth
- A place with a flourishing and cohesive residential community
- A place which is welcoming to visitors and tourists
- A friendly, clean, colourful, safe, dynamic and diverse area

Improving the quality of the public realm, both capital improvements, but particularly the management and maintenance of public space, is our biggest strategic priority. As part of this we deliver vital services in the neighbourhood (additional cleansing, graffiti removal, enforcement against illegal trading and anti-social behaviour, construction management, utilities monitoring, information website) and are working with statutory authorities on greater localisation of service delivery in the neighbourhood.

South Bank Employers' Group is now seeking a Public Realm coordinator or to provide operational and coordination support for the effective delivery of a range of programmes and projects. Reporting to the Public Realm Manager, the post holder will coordinate and deliver public realm projects, new initiatives, neighbourhood management services, construction management and administer the OurSouthBank website.

Key Objectives

The requirements of the post will vary according to the needs of the different programmes and projects but the key objectives include:

- Project planning and implementation, delivery
- Managing consultants and suppliers
- Neighbourhood Management (construction management, utilities Management, defects reporting and monitoring of public realm)
- Stakeholder engagement including management of website
- Administration of project and contract finances
- Asset Management
- Undertake research and development activities that will contribute and drive continuous service improvement
- Play a key role in supporting the delivery of the Public Realm team's wider objectives.
- Act as an ambassador for the South Bank and to champion public realm issues

1. Capital Schemes Development and Delivery

- Assist in developing capital schemes from concept to delivery
- Co-ordinating and facilitating steering groups of stakeholders;

- Supporting the Head of Public Realm in managing external contractors, consultants and ensuring that their brief and specification is achieved;
- Facilitating consultation and reporting on proposed capital schemes with relevant stakeholders, such as local businesses and residents;
- Collaboratively working with partners to deliver project objectives and ensure value for money is achieved.
- Supporting the Head of Public Realm to establish, monitor and manage appropriate financial management systems;
- Undertaking all tasks associated with the monitoring and evaluation of the projects within the Public Realm portfolio; including liaising with relevant external parties; establishing and maintaining systems, and ensuring that these meet the needs of all external funders;
- Report writing for a variety of internal and external audiences;
- Support and coordinate the development of new environmental and capital improvement projects in the South Bank area as directed by the SBEG Board

2. Neighbourhood Management and public realm monitoring

- Assist in the delivery of improved neighbourhood management systems which will make the South Bank safer, cleaner and greener,
- Assisting in the development of tendering specifications and provide support during procurement processes.
- Managing the delivering of purchases, repairs, suppliers and sub-contractors within the Public Realm portfolio
- Develop and implement Inspections regimes for the Public Realm and report problems within the public realm, including defects or contractual deficiencies and ensure that work is carried out in accordance with set procedures, contract conditions and guidelines
- Monitor utilities in our area and seek to remedy any deficiencies with the relevant authority or landowner, or occupier;
- Assist with developing and delivery of a construction management strategy for the South Bank
- Develop excellent relationships with key partners, in a variety of organisations and range of levels,
- Liaise with statutory authorities, and all the major property owners and occupiers on the South Bank and promote high standards of public realm management and maintenance.
- Ensure that issues raised by partners and others are channeled effectively to relevant stakeholders
- Monitor and report on major planning applications and planning decisions within the South Bank area

3. Communication

- Internal and external written communication to key stakeholders on public realm issues.
- Responding to enquiries from stakeholders
- Assisting the Public Realm Manager in the management of oursouthbank.com to ensure that up-to-date information is available on local information relating to construction, planning and traffic management, and developing content for regular newsletters and alerts and promotion via social media channels.

General Duties

You will:

1. Comply with South Bank Employers' Group's Health & Safety policies at all times
2. Comply with South Bank Employers' Group's Equal Opportunities policies at all times
3. Act as a full member of the South Bank Employers' Group team
4. To be able to work to a flexible time pattern in order to suit the needs of the services

Person specification:

To be considered you must have the following skills and experience:

- 3 years' experience of supporting programme and/or project delivery.
- Graduate Qualification and relevant professional qualifications
- Understanding of environmental and public realm issues, specifically relating to high profile tourist/business areas.
- Understanding of the unique dynamic of the South Bank and its pressures. including exceptionally high footfall, local authority funding cuts, complex land ownership and the need for services to match its central London location and reputation as a tourist destination, translating that knowledge into practical management solutions.
- Have a good understanding of planning, monitoring and reporting on programmes and projects
- Knowledge of financial administration and budgeting.
- Solid experience in meeting administration, including minute taking.
- Experience of providing support to senior managers, of maintaining confidential systems, and the ability to maintain thorough and accurate records.
- Highly driven and ability to work autonomously as well as strong team environment and ability to work flexibly, including experience of working with senior staff and external stakeholders.
- Excellent written and verbal communication skills, including ability to prepare succinct reports, correspondence, respond to stakeholder enquiries effectively, develop web content as well as confidently deliver verbal project briefings and presentations.
- Experience of successfully delivering project, including evidence of excellent organisational skills, the ability to manage a heavy workload, to set and work to deadlines.
- Strong research and analysis skills, including the ability to research across a number of platforms, analyse and articulate key findings.
- Strong capabilities in Microsoft Word, Outlook, Excel and PowerPoint.

BENEFITS

- 25 days annual leave increasing with length of service up to 28 days per year
- 6% pension contribution
- Interest free season ticket loan
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PERSONAL PROFILE

The successful candidate is likely to be bright and enthusiastic with a commitment to providing a high quality project coordination to ensure delivery of all projects with the Public Realm portfolio. You will be a team-player, have excellent communication skills with a high standard of written and spoken English, flexible, approachable and keen to go the extra mile for both internal and external stakeholders. You will have excellent project coordination/management skills, strong administration and IT skills, including meeting administration, experience of coordination, stakeholder engagement, managing consultants and ideally managing suppliers and supporting procurement processes. You will thrive in a busy and fast paced environment as ability to work with people of varied seniority levels. You will need to be able to think quickly on your feet and work well within a team and by yourself. A commitment to, or an interest in, the work of the South Bank Employers' Group, or the local area, would also be an advantage. Experience of construction or public realm issues is also beneficial.