



Job Title: Stakeholder Relations & Engagement Manager

Location: Brighton Business Improvement District/ Brighton City Centre/Hybrid

Reports To: CEO

Role Purpose:

The Stakeholder Relations & Engagement Manager will act as the primary point of contact for BID members, ensuring strong engagement and delivering value through effective communication, support, and management of key initiatives. This role is pivotal in maintaining positive relationships, driving member benefits, and supporting the operational success of the BID.

Key Responsibilities:

Member Engagement & Support

- Serve as the initial point of contact for BID members, addressing queries and providing assistance.
- Manage and schedule 1:1 business meetings with members to understand needs and share updates.
- Develop and maintain welcome packs for new members to ensure smooth onboarding.
- Supporting the Head of Marketing and Engagement with tasks when necessary, including website uploads and capturing content including photos and videos.

Administration & Data Management

- Perform general administrative duties, including minute taking, correspondence, record-keeping, and reporting.
- Update and maintain the CRM system to ensure accurate and current member information.

- Conduct bi-annual vacancy rate research to monitor trends and inform BID strategy.

Member Benefits & Offers

- Negotiate and manage money-saving offers for BID members, ensuring value and relevance.
- Oversee the day-to-day management of the Brighton Gift Card, including promotion and troubleshooting.

Seasonal & Special Projects

- Act as the initial point of contact for Christmas Lights enquiries, coordinating responses and support.
- Assist in management of annual floral displays and summer dressing projects in the city centre, liaising with suppliers and stakeholders.

Strategic Development

- Lead consultation work on potential mini-BIDs in areas adjacent to the current BID boundary, engaging stakeholders/City Council, and preparing reports.
- Management of Associate Membership scheme.

Key Performance Indicators (KPIs):

- **Member Engagement:**
 - Number of 1:1 meetings completed per quarter.
 - Member satisfaction scores from feedback surveys.
- **Operational Efficiency:**
 - Accuracy and timeliness of CRM updates.
 - Completion of bi-annual vacancy rate reports by deadlines.
- **Value Delivery:**
 - Number and quality of negotiated member offers.
 - Growth and usage metrics for the Brighton Gift Card program.
- **Project Delivery:**
 - Successful coordination of seasonal projects (Christmas lights, floral displays).

- Progress milestones achieved for mini-BID consultations.

Required Qualifications and Skills:

- Experience in stakeholder or business relationship management.
- Strong social media and digital communication skills.
- Proven ability to work independently and take initiative.
- Excellent organisational and time management skills, able to manage multiple priorities and meet deadlines with minimal supervision
- Good decision-making skills, with a problem-solving mindset, and the ability to manage a broad range of issues with professionalism and integrity
- Confidence working with a wide range of stakeholders, including local businesses, community groups, and public sector partners, representing an organisation positively and professionally.
- Experience of working in a fast-paced environment
- Proven ability to use and learn a range of IT systems, including CRM systems

Desirable Qualifications and Skills

- Experience working in a Business Improvement District (BID) or place management setting.
- Familiarity with Brighton's business, political and cultural landscape.
- Experience in event coordination or local marketing campaigns.
- A good level of knowledge relating to Brighton BID Ltd and the legislation underpinning it.
- Experience of Project Management

Salary & Benefits:

- Salary: £28,000 – £32,000 per annum (depending on experience).
- Benefits:
 - 25 days annual leave plus bank holidays.
 - Pension scheme.
 - Flexible working arrangements (hybrid options available).
 - Professional development opportunities.
 - Employee discount schemes and access to BID member offers.

TO APPLY: Please send an up-to-date CV, along with a cover letter (no more than two pages of A4) to Gavin Stewart, CEO, Brighton BID Ltd to gavin.stewart@brightonbid.com

Closing date for applications is **12 noon, Monday 20th April 2026.**