

Engagement Manager Recruitment





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The Culture Mile BID is a district in the Square Mile brimming with cultural creativity, commercial vibrancy and a strong sense of community.

The area is home to globally famed institutions such as the Barbican Centre and the future London Museum (reopening in 2026), as well as hidden gems including St Bartholomew The Great, London's oldest surviving church, and some of the last surviving sections of the 2,000 year old wall that once surrounded the City of London.

Over its initial 5-year term, the Culture Mile BID will inject up to £11m into the local area, working in partnership with its levy-paying member businesses as well as the public sector to deliver a range of ambitious projects including major public realm enhancements, agenda-setting green and climate resilience initiatives and high-profile destination marketing campaigns.

The BID is working towards renewal ballot in Autumn 2027 and this role forms part of that activity.

This is an exciting time to be part of the transformation of this unique part of the City of London and a great opportunity to work in a significant Business Improvement District in the heart of central London.



Job Description

Job Title	Engagement Manager
Reporting to	Director of Communications and Marketing
Directly Responsible for	None
Working Hours	35 hour working week, 9:00 to 5:00 Monday to Friday to include some evening and weekend hours as required
Location	Onsite and surrounding local area as required to carry out the duties of the company (some hybrid working available by arrangement)
Salary	up to £45k per annum (dependent on experience)



Job Purpose

This role acts as the organisation's lead for Culture Mile BID's Connected Business Communities theme, including membership engagement and social impact, coordinating engagement activity across the team and ensuring businesses have meaningful opportunities to contribute to, participate in and benefit from the work of Culture Mile BID.

The Connected Communities theme helps the area's businesses to make new connections, provide a means to collectively address challenges to business growth and help to unlock the huge potential for innovation across the area. It provides practical opportunities for people working in the area to collaborate and learn and it champions diversity, inclusion, and social mobility while providing a bridge between commerce and culture.



Key Duties and Responsibilities

Membership Engagement & Participation

- Develop and deliver a membership engagement programme aligned to Culture Mile BID's business plan.
- Plan and deliver engagement activity across the organisation and lead on opportunities for businesses to engage with Culture Mile BID activities, events, partnerships and initiatives.
- Increase participation and strengthen engagement across the membership base.
- Support the development of member networks, forums and engagement opportunities that add value to the district through collaboration and connection.
- Monitor and evaluate member participation and engagement levels, providing recommendations for improvement and identifying opportunities for the BID to tailor its programme to business needs and opportunities.

Stakeholder & Membership Intelligence

- Ensure clear ownership of member, stakeholder and local community relationships across the organisation.
- Maintain direct relationships with a portfolio of member businesses and stakeholders.

- Maintain visibility of stakeholder activity, engagement history and relationship intelligence through the CRM system.
- Ensure high standards of CRM data quality, accuracy and compliance.
- Maintain comprehensive records of member contacts, engagement activity and stakeholder interactions.
- Produce regular reports and analysis on engagement levels, stakeholder activity and membership trends.
- Develop audience segmentation and stakeholder mapping to support organisational planning and communications.
- Identify engagement opportunities, risks and gaps and recommend appropriate actions.
- Support the development of engagement journeys and communication plans for different member audiences.
- In collaboration with the Place & Sustainability Manager, act as internal co-lead for the ESG Steering Group.



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Key Duties and Responsibilities

Social Impact & Community Fund

- Lead the delivery and development of Culture Mile BID's social impact and community engagement programme.
- Act as the primary relationship lead for ActionFunder and oversee the effective delivery of the Community Fund programme.
- Connect member businesses with volunteering, mentoring, skills-sharing and community partnership opportunities.
- Promote participation in initiatives that create positive social impact within the Culture Mile district.
- Monitor, evaluate and report on the outcomes and impact of social value initiatives and community investment activity.

Ballot Readiness & Reporting

- Support the senior leadership team with consultation across the membership base.
- Ensure robust stakeholder intelligence is available to support the BID renewal and ballot.
- Coordinate engagement activity and communication that strengthens member understanding of and support for the BID.
- Contribute to member consultation and evidence-gathering activities as required.
- Support the preparation of quarterly and annual reporting documentation, including AGM reports.



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Key Duties and Responsibilities

Project Management & Reporting

- Always ensure good project management practices are in place, including permissions, safety and risk assessments.
- Work with the marketing and communications team to ensure that all publicity opportunities are realised, including branding, photography and press.
- Work with the Director of Placemaking to support and align activities within the public realm programmes.
- Report to the ESG Steering group under the Director of Communications & Marketing.
- Report to the Board under the Director of Communications & Marketing.

Budget & Contract Management

- Manage and report on budgets related to this area of work to the Director of
- Communications & Marketing with a clear overview of the budget position in relation to priorities.
- Ensure appropriate terms are in place for projects including funding, contracts, delivery and review in your workstream.
- Ensure all tendering and contracts are appropriate and compliant with company procedures and take responsibility for scheduling all contract reviews, breaks and renewals as required in your workstream.



Person Specification

Essential

Experience in delivering stakeholder, membership, community engagement or partnership programmes within a BID, membership organisation, or an adjacent commercial or cultural organisation.

Demonstrated ability to build relationships with a broad range of stakeholders.

Experience using CRM systems to manage stakeholder data, engagement activity and reporting.

Demonstrated ability to plan and deliver events, campaigns or engagement activities.

Strong abilities in data analysis and insight to inform decision-making.

Demonstrated ability to manage budgets, suppliers and external contracts.

Excellent stakeholder management, communication and relationship-building skills.

Strong organisational skills, with the ability to manage multiple projects and priorities.

High levels of accuracy, attention to detail and personal accountability.

Interest in culture and its role as a growth driver.

Desirable

Experience within a Business Improvement District.

Experience supporting consultation, business planning, renewal campaigns or ballot activity.

Knowledge of the City of London.

Applications are invited by Tuesday 3 November

Please send a covering letter and CV to recruitment@culturemilebid.co.uk

For an informal chat please contact Dr Julie Grail via [LinkedIn](#) or on juliegrail@thebidsbusiness.com

Provisional in-person interview dates are 10, 13 and 17 November

