Business Manager Recruitment



CULTURE MILE BID

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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.

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Job Description

Job Title	Business Manager
Reporting to	Chief Executive
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 £50k per annum (dependent on experience)

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Job Purpose

The Business Manager plays a central role in ensuring the effective operation of the organisation.

Reporting to the CEO, the role is responsible for business operations, governance, reporting, budget management, organisational planning, and supporting on external affairs.

Key Duties and Responsibilities

Business Operations

- Manage the organisation's Finance, HR and IT contractors, ensuring effective performance and value for money.

- Manage office operations including facilities management, lease arrangements and day to day office requirements such as supplies, IT and furniture.

- Manage internal systems, processes, file management structures and software licensing.

- Lead organisational administration and ensure business records are maintained accurately and securely.

- Coordinate organisational planning processes and ensure priorities, actions and deadlines are effectively monitored.

- Chair internal team meetings where appropriate, ensuring clear actions, ownership and follow-up.

- Support the CEO and Directors with scheduling, logistical arrangements, organisational coordination and CRM updates in collaboration with the Engagement Manager.

- Lead onboarding new starters and offboarding leavers.

- Lead the planning and delivery of team events, away days and organisational development activities in collaboration with colleagues.

- Identify and implement improvements to systems, processes and ways of working across the organisation.

Governance and Reporting

- Manage the planning, scheduling and administration of Board, Steering Group, AGM and other governance and strategic meetings.

- Prepare agendas, coordinate papers, attend meetings, take minutes and monitor actions.

- Ensure governance processes are compliant with company requirements and statutory obligations.

- Lead the production of organisational reports including Board reports and slide decks, AGM documentation, business planning documents, performance reports and impact reporting.

- Lead on data insight reporting, including Destination City footfall and spend data and business impact.

- Coordinate reporting inputs from across the team to ensure consistency, quality and timely submission.

- Maintain oversight of the Risk Register and related actions and decision logs.

- Own the organisation's programme overview, ensuring visibility of priorities, dependencies, resource requirements and delivery risks.

- Identify opportunities for collaboration between workstreams and proactively address potential conflicts or capacity issues.

Key Duties and Responsibilities

Budget Management

- Act as the internal lead on Levy collection with the City of London Corporation and work with the Engagement Manager to ensure CRM alignment, as well as briefing the team on any key updates.

- Manage the organisational overheads budget and allocated project budgets.

- Support the CEO in organisational budget planning, forecasting, monitoring and financial reporting.

- Work with the Finance contractor to ensure accurate financial information is available for decision-making.

- Monitor expenditure and commitments, identifying risks and opportunities to improve financial performance.

- Raise purchase orders and ensure expenditure is appropriately authorised and recorded.

- Ensure contracts, funding agreements and project documentation are in place and effectively managed.

-Maintain an organisational contracts and suppliers register and coordinate contract reviews, renewals, break clauses and procurement processes.

- Ensure procurement and tendering processes are compliant with company procedures and represent value for money.

Project Management

- Lead strategic and cross-organisational projects on behalf of the CEO, including BID renew-al, organisational change projects and other priority initiatives.

- Provide project management support to Directors and Managers as required.

- Promote and maintain strong project management disciplines across the organisation.

- Ensure appropriate project documentation, approvals, permissions, risk assessments and compliance measures are in place.

- Work closely with teams to track project delivery, monitor milestones and identify risks to successful delivery.

- Coordinate organisational responses to emerging priorities and opportunities.

- Attend and present to Steering Groups and the Board as required by the CEO.

Key Duties and Responsibilities

External Affairs

- Manage the organisation's membership contracts under the Director of Communications & Marketing (eg. NLA Membership).

- Act as the first point of contact and maintain productive relationships with external organisations, and ensure memberships deliver maximum value by tracking KPIs.

- Support the Director of Communications & Marketing in identifying opportunities for the CEO, Directors and Managers to participate in sector initiatives, partnerships, panels and working groups.

- Lead the coordination of domestic and international conference attendance under the Director of Communications & Marketing.

- Manage conference planning, delegate registrations, travel arrangements, itineraries and logistics.

- Monitor sector developments and share relevant intelligence, opportunities and best practice with colleagues.

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Person Specification

Essential

Experience in a business management, operations, programme management, governance or similar role.
Demonstrated ability to coordinate organisational planning, reporting and governance processes.
Experience managing budgets, suppliers, contractors and external professional services.
Demonstrated ability to lead and support projects involving multiple stakeholders and competing priorities.
Experience producing high-quality reports, papers and presentations for senior stakeholders.
Strong organisational, project management and problem-solving skills.
Excellent communication, stakeholder management and relationship-building skills.
High levels of accuracy, attention to detail and personal accountability.
Ability to work independently, exercise sound judgement and manage confidential information.

Desirable

Experience within a Business Improvement District, membership organisation, local authority or not-for-profit environment.
Experience supporting Boards, committees or senior leadership teams.
Experience managing procurement, contracts or organisational compliance processes.
Experience supporting business planning, organisational change, renewal campaigns or ballot activity.
Interest in culture and its role as a growth driver.
Knowledge of the City of London.

Applications are invited by Monday 16 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 2, 3, 10 Dec

