



Job description for a Chief Operating Officer

Responsible to: Chair and members of the non-executive Board

Responsible for: Two Business Managers

Location: 28-29 The Broadway, Ealing, London W5 2NP

Salary: £50,000 to £60,000 per annum depending on experience.

Background:

Make It Ealing Business Improvement District represents a diverse and vibrant business community in one of West London's most dynamic town centres. Following a successful re-election in last month's ballot, the BID is entering an exciting new term focused on delivering enhanced services, ambitious placemaking projects, and strategic investments to support local businesses and strengthen Ealing's position as a thriving commercial destination.

Role:

The Chief Operating Officer (COO) will play a pivotal leadership role in delivering the BID's new business plan, ensuring high-quality operational management, strategic programme delivery, and strong stakeholder relationships. As a key ambassador for the BID, the COO will oversee day-to-day operations, financial performance, project implementation, and management of two business support officers.

Key Responsibilities:

Strategic Leadership & Delivery

- Lead the operational delivery of the BID's newly mandated business plan following its ballot renewal.
- Provide insightful recommendations to the BID Board on opportunities, risks, and performance improvements.
- Ensure compliance with all statutory and governance requirements, including ballot commitments.

Operational Management

- Oversee the planning, implementation, and monitoring of BID services and initiatives, including:
 - Safety and security programmes
 - Public realm improvements
 - Marketing, events, and destination promotion
 - Business support services

- Manage and track operational contracts and suppliers to ensure value for money and quality outcomes.
- Maintain efficient internal systems, processes, and operating structures.

Financial Oversight

- Oversee the BID's financial management, including budgeting, forecasting, levy collection monitoring, and financial reporting.
- Ensure robust financial controls, procurement standards, and transparent use of levy-payers' funds.
- Work closely with the BID accountants and the Board to prepare management accounts and year-end reports.

Stakeholder & Business Engagement

- Act as a visible and accessible representative for the BID across Ealing town centre.
- Build strong relationships with levy-paying businesses, local authorities, landlords, community stakeholders, and partner organisations.
- Ensure regular communication, feedback mechanisms, and high satisfaction among member businesses.
- Represent the BID at meetings, forums, and external events.

Team Leadership

- Manage, develop, and motivate the BID staff team and contractors to ensure high performance and delivery excellence.
- Lead recruitment, performance management, and staff development processes.

Project & Programme Management

- Lead the planning and execution of key BID projects, ensuring they are delivered on time, within scope, and within budget.
- Monitor impact and performance metrics, providing clear evaluation and reporting to the Board and levy payers.
- Identify emerging opportunities for innovation, funding, and partnerships.

Skills & Experience Required:

Essential

- Proven senior operational leadership experience, ideally within a BID, local authority, town centre management, property, or regeneration environment.
- Conversant with Microsoft Word, Excel, Access and Powerpoint
- An ability to deliver key BID messages using print, broadcast and social media
- Strong understanding of place management, urban regeneration, and business engagement.

- Excellent project and programme management skills with a track record of delivering complex initiatives.
- Financial literacy with experience managing budgets and procurement.
- Outstanding communication, influencing, and stakeholder relationship skills.
- Ability to thrive in a fast-paced, multi-stakeholder environment.

Desirable

- Experience working directly with BID levy payers and familiarity with BID legislation.
- Knowledge of the Ealing area, local business landscape, and West London context.
- Experience of contract management and commissioning operational services.

Please send your CV to info@makeitealing.co.uk address the subject as COO Application

Closing date for applications is Friday 9th January 2026.