

Head of Place Management Job Description			
Job Title:	Head of Place Management		
Grade and Salary:	Grade 12	Number of Posts:	1
Directorate:	Oxford Street Development Corporation, Built Environment		
Job Purpose			
• The role will play a key role in relation to making the Mayoral Development Corporation Area a great place to visit, work and do business. • You will work collaboratively with partners to help ensure security, cleansing and maintenance in preparedness for Oxford Street becoming traffic-free, and thereafter as part of longer-term place management and stewardship. • You will bring strong place management, public realm and stakeholder engagement expertise to a complex and politically sensitive context, ensuring that adaptations to the streetscape are well-managed day and night. • Collaborating across OSDC, TfL and a wide range of partners, you will help drive programme momentum, manage key stakeholder relationships, and support robust decision-making to enable successful delivery.			
Principal Accountabilities			
1. Lead the management, monitoring and future provisions for security, cleansing and maintenance arrangements on Oxford Street in the light of pedestrianisation and ongoing streetscape adaptations, ensuring effective management of scope, programme, resources, budget and risk. 2. Lead and advise on proposed or scheduled changes in footfall patterns and dwell time; implications for cleansing frequency, waste management and street presentation (including maintenance of new public realm assets e.g. trees, benches); security considerations, anti-social behaviour, rough sleeping and crowd management considerations. 3. Explore new opportunities with key partners to innovate and evolve approaches to effective street management and public realm projects. 4. Lead the coordination and management of project documentation, including programmes, budgets, risk logs, consultation materials, work packages and decision trackers. 5. Provide contract management oversight across any outsourced place management arrangements.			

6. Collaborate and coordinate internal and external stakeholders, including OSDC colleagues, TfL and GLA stakeholders, Local Authorities, Metropolitan Police, New West End Company, businesses and community representatives to support day and night-time management.
7. Operate effectively within a fast-paced and politically sensitive environment, supporting the preparation of briefings, reports and materials for senior officers.
8. Lead procurement processes and the appointment, briefing and management of consultants and contractors.
9. Collaborate with the Stakeholder Engagement Manager ensuring diverse stakeholder groups are appropriately engaged.
10. Contribute to the effective management of programme resources, including consultant teams and internal inputs.
11. Manage resources allocated to the job in accordance with the OSDC's policies and Code of Ethic and Standards.
12. Promote and enable equality of opportunities and promote an inclusive environment for all that reflects Oxford Street's diversity.

Key Relationships

Accountable to:	Director of Built Environment
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Accountable for:	OSDC resources
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Key Contacts:	OSDC colleagues, TfL and GLA stakeholders, Local Authorities, Metropolitan Police, New West End Company, businesses and community representatives
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Technical Requirements (Knowledge, Skills, Experience and Qualifications)

1. Strong experience in place management and public realm operations within a major city centre, high-footfall environment or BID/local authority context.
2. Proven leadership of security, cleansing, maintenance or street-management operations, including oversight of outsourced service providers.
3. Demonstrable experience managing operational change linked to pedestrianisation, streetscape redesign, or major public-realm transformation.
4. Experience analysing footfall, dwell time and behavioural patterns, translating insights into operational adjustments including cleansing frequency, waste management, asset maintenance, and security deployment.

5. Strong background in managing complex public-realm issues, including anti-social behaviour, rough sleeping, crowd management and night-time economy considerations.
6. Experience coordinating multi-agency partnerships, including police, transport authorities, local authorities, business groups and community stakeholders.
7. Experience leading procurement processes, including tendering, consultant appointments, contract mobilisation and performance management.

Behavioural Competencies

BUILDING AND MANAGING RELATIONSHIPS

... is developing rapport and working effectively with a diverse range of people; and sharing knowledge and skills to deliver shared goals.

Level 4 indicator of effective performance

- Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
- Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
- Understands the complexities of political dynamics and uses this to manage
- relationships and resolve conflict effectively
- Identifies clear win-win situations with external partners

COMMUNICATING AND INFLUENCING

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate and engage with us.

Level 4 indicator of effective performance

- Communicates openly and inclusively with internal and external stakeholders
- Clearly articulates the key points of an argument, in both verbal and written communication
- Persuades others, using evidence-based knowledge, modifying approach to deliver message effectively
- Challenges the views of others in an open and constructive way
- Presents a credible and positive image both internally and externally

STRATEGIC THINKING

...is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 4 indicator of effective performance

- Proactively involves partners in strategic thinking, incorporating their views into plans and working with them to align strategic priorities
- Sets organisational priorities by identifying where time and investment is needed most

DECISION MAKING

... is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 4 indicator of effective performance

- Makes difficult decisions for the long-term benefit of the organisation#
- Presents and instils confidence in strategic decision-making
- Consults stakeholders early in critical organisation-wide decisions
- Stands by the decisions and actions of the OSDC
- Accepts and promotes accountability for the OSDC's decision making
- Ensures the organisation balances effective risk management with the need for timely actions

PROBLEM-SOLVING

... is analysing and interpreting situations from a variety of viewpoints, and finding creative, workable and timely solutions.

Level 4 indicator of effective performance

- Seeks multiple perspectives to understand the breadth and depth of complex issues
- Produces strategies to solve organisation-wide problems, considering the practical and political concerns associated with the implementation of solutions
- Enables the OSDC to continuously improve and innovate in the long term
- Problem solves jointly with others to stimulate innovation
- Turns ambiguous or difficult situations into opportunities

Equality Commitment

London's diversity is its biggest asset, and at the OSDC, we strive to ensure our workforce reflects London's diversity at all levels. We welcome applications from everyone regardless of age, gender, gender identity, gender expression, ethnicity, sexual orientation, faith or disability.

We particularly encourage applications from Black, Asian and Minority ethnic candidates and disabled candidates.

Reasonable adjustments will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from, or at detriment in undertaking the work.

We are committed to being an inclusive employer and we are happy to consider flexible working arrangements. We would welcome applications from candidates who are seeking part time work as this role is open to job share.