

Job Description

Job Title: Street Services Assistant

Department: Place

Line Manager: Head of Place Management

Direct Reports: n/a

Location: 80-81 St Martin's Lane, London WC2N 4AA

Hours: Full-time, 9:00am–5:30pm, Monday to Friday

Additional: Occasional weekend and out-of-hours work

Job Purpose

The Street Services Assistant supports the day-to-day delivery of street-level services within the Heart of London BID area. This highly visible, street-based role includes conducting inspections, reporting public realm issues, and liaising with local businesses and partners, escalating issues to the Street Manager and Head of Place Management or other relevant contact as needed. The Street Services Assistant helps ensure the area remains clean, safe, and welcoming through proactive monitoring and logging of information, with escalation or follow up as needed.

Main Responsibilities

Street Monitoring & Inspections

- Perform daily inspections for cleanliness, environmental concerns, and defects.
- Log issues using PDA/CRM systems; follow through with relevant authorities.
- Ensure seasonal/event enhancements (e.g. planters, signage) are correctly deployed and maintained.

Contractor Support & Service Tracking

- Assist the Street Manager in monitoring service contractors.
- Provide real-time feedback on delivery standards.
- With escalation to Street Manager and Head of Place Management, ensure urgent issues are logged and followed up with council officers and partners for resolution.

Business Engagement & Support

- Act as a visible contact for local businesses on street-level matters.
- Share ground-level updates and emerging concerns with the internal team.
- Help distribute service updates and information to businesses.

Safety & Street Welfare Issues

- Report rough sleeping, anti-social behaviour, and illegal trading.
- Support community safety by liaising with police, WCC, and outreach services.
- Escalate complex or sensitive cases to the Street Manager and Head of Place Management.

Reporting & Administration

- Maintain records of inspections and issues.
- Contribute to area performance reports, summarising data and trends.
- Attend team briefings and offer operational insights.

Person Specification**Essential**

- Experience of working in a customer-focused environment, as a public-facing or operational role (cleansing, public realm, safety).
- Excellent attention to detail and observational skills.
- Comfortable using handheld tech, CRM systems, and Microsoft Office.
- Strong interpersonal and communication skills; customer-focused.
- Self-motivated and able to work independently outdoors.

Desirable

- Familiarity with central London, especially the West End/Westminster.
- Understanding of local authority street services.
- Experience with a BID or local government body.
- Awareness of community safety, rough sleeping, or cleansing issues.

Please note that the above is not intended to be an exclusive or exhaustive list of responsibilities and personal specifications but an outline of the main areas. Please also note that the Company reserves the right to update the job description at its discretion.