

BID Assistant – Your Horsham

About the Role

Your Horsham (Horsham BID Ltd) is seeking an enthusiastic and highly capable BID Assistant to support the BID Manager and contribute to the successful day-to-day operation of our organisation. We represent over 330 businesses in Horsham Town Centre and deliver projects that help our town thrive. You must be passionate about Horsham and willing to learn about the role BID's play in supporting town centre businesses.

This is a fantastic opportunity to play a hands-on role in shaping the success of Horsham, working closely with our team, business community, and key stakeholders.

Key Responsibilities

Administration

1. Maintain accurate records and administrative systems, including meeting minutes, policy documentation and risk register.
2. Support diary management and project planning
3. Assist with calendar entries and bookings for events and activities organised by Your Horsham
4. Assist with the day to day running of a busy office environment

Communication and Engagement

1. Respond to correspondence and assist with internal and external communications
2. Update and maintain our CRM (Vicinity), producing reports for board meetings
3. Help write newsletters, social media and web content and articles that promote BID activity
4. Liaise with businesses, Ambassadors, and Board Directors – keeping communication timely and clear
5. Build excellent relationships with BID levy paying businesses and other stakeholders.

Projects and Event Support

1. Assist in the planning and delivery of town centre events
2. Help create forms, surveys, and tools to communicate effectively with BID businesses
3. Support the BID team in updating and reviewing operational policies and procedures

What We're Looking For

Essential Skills and Experience

1. Strong IT skills and confidence using Office 365 (Excel, Word, PowerPoint, SharePoint, OneDrive, Forms)
2. Great communication skills – written and verbal – with attention to detail
3. Highly organised, with the ability to manage multiple tasks and meet deadlines
4. A collaborative, adaptable team player with a passion for supporting local businesses

Desirable (but not essential – but willingness to learn)

1. Experience using Xero, Canva, Mailchimp, Dropbox or ChatGPT and Wordpress
2. Event planning experience and risk management awareness
3. An interest in digital communication tools and creative thinking

Why Join Us?

1. Purpose-driven work – your efforts directly impact the vibrancy and success of Horsham Town Centre
2. Flexible working – we offer core hours (4 days/week, 9–5), with occasional evening/weekend work compensated with time off in lieu. Willing to consider flexibility for the right candidate.
3. Personal development – opportunities for training including First Aid and Mental Health First Aid
4. Community engagement – build lasting relationships with a wide range of local business owners and stakeholders
5. Variety and autonomy – no two days are the same, and your input matters

Make a Difference

This is more than an administrative role – it's a chance to be part of a small, passionate team making a big difference. You'll be the kind of person who takes ownership, uses initiative, is self-motivated and is always ready to help keep Horsham Town Centre flourishing.

Whilst representing Your Horsham, you will be employed by The Welcome People who provide resources, training and staffing services for Your Horsham.

ALL APPLICATIONS WITH A COVERING LETTER TO:

David Miller: david.miller@thewelcomepeople.com

For an informal discussion about the role please contact Rachel Noel:
rachel@yourhorsham.com