



Role Title: Residential & Business Liaison Manager	Name:
Reports to: Head of Residential & Business Liaison	Type of Role: Volunteer / Unpaid
Location: London	Direct reports: No

About Pride in London

Pride in London is wholly run by a group of volunteers who are passionate about equality and diversity. We are a not-for-profit organisation, and any surplus funds we raise are used to support the LGBTQ community and improve the event.

Together, we run the UK's biggest, most diverse pride, and our job is to make sure we provide a platform for every part of London's LGBT+ community (lesbian, gay, bisexual, trans*, queer, questioning, intersex, non-binary, asexual, polysexual, genderqueer and gender variant people) to raise awareness of LGBT+ issues and campaign for the freedoms that will allow them to live their lives on a genuinely equal footing.

From Pride's Got Talent, which helps to showcase the wonderful creativity across our community, to our annual Parade through the heart of the West End and the amazing two-week, city-wide Festival that precedes Pride weekend, everything we do is designed to give LGBTQ people a platform to be visible and speak loudly to the rest of the city about what we have achieved, how far we have come and what is still needed.

Pride in London includes people of every race and faith, whether disabled or able-bodied, and all sexualities and genders including lesbian, gay, bisexual, asexual, queer, questioning, intersex, trans*, genderqueer, gender variant or non-binary as well as straight and cis allies.

Around 150 people volunteer year-round to help us deliver what has become a world-class Pride. We are already a pretty diverse bunch, but we are looking to add to our diversity and are especially keen to receive applications from the BAME, Trans, Bi, Non-binary and Queer communities. Gender equality is always a key consideration for us.

Purpose of Role

The Residential & Business Liaison (RBL) team's primary focus is to deliver value and grow relationships within the various businesses and communities that are situated within the footprint of Pride in London.

We source, qualify and develop relationships with key community stakeholders and nurture those relationships throughout the year with the aim of fostering a more collaborative, engaged community for all those traveling into London for pride to

experience.

The key communities we engage with are listed below and we are looking for self-starting, experienced relationship managers with excellent communication skills to develop long-term relationships.

- Bars, Clubs and Pubs
- Restaurants
- Theaters, Religious Buildings, Hotels and Cultural Venues
- Retail
- Business Associations
- Residential Associations

Role responsibilities

Responsibilities ahead of Pride:

- To work with businesses and residential contacts to make them more aware of and engaged with Pride in London
- To keep the Pride in London database up to date and growing with qualified data from within the Pride footprint
- To ensure that all residential organisations and businesses are aware, happy and catered for in the run up to on the day of Pride
- To ensure that all businesses are compliant with the terms of their licenses as issued by the Met Police and agreed by Pride in London and find solutions for those that wish to further engage on the day
- Work with other Pride in London teams effectively including Soho Team, Stalls Team, Stages Team, Strategic Partnerships Team, Access Team and Community Engagement Team, etc.

Responsibilities of Pride Day:

- Manage two teams of 4 Senior Stewards (am) and 6 Senior Stewards (pm), across two shifts, across the Pride in London footprint
- Be the primary point of contact in dealing with any issues that arise with residents and businesses in your designated area across the day
- To work closely with the Soho Team on managing the Soho area, a key component of the Pride in London footprint

Person Specification

Have excellent written and verbal communication skills

Be able to keep calm in stressful situations

Work well as part of a team but also independently

Highly-organised and self-motivated

Provided for reference only.

Always consult current legislation in your jurisdiction to create policies and procedures for your organization.

Be comfortable engaging with senior stakeholders, business owners, managers and residents

Time Commitment

This is a role that requires long-term commitment. Time required will vary week by week, and team members will be able to share the work load. On average, you can expect to 1-3 hours per week year-round, increasing to up to 7+ in the final weeks before pride in London.

There will be a requirement for some Saturdays and evening hours to meet the needs of our stakeholders.

For more information about us

<http://prideinlondon.org/>