

Recruitment pack

We are a
*Living
Wage*
Employer

—milton
keynes
BUSINESS
IMPROVEMENT
DISTRICT

COMMUNITY SAFETY PATROL OFFICERS

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About Us



About BIDs

For general information on BIDs
visit the websites of:
British BIDs
The BID Foundation

Milton Keynes

Milton Keynes is a new city, the largest settlement in Bucks, with a resident population of nearly 300,000. We officially took on city status in May 2022, as part of Her Majesty's Platinum Jubilee celebrations.

We are halfway between London & Birmingham and Oxford & Cambridge. It takes just 35 minutes to get from Milton Keynes Central to London Euston by train, and you can reach many other major cities via the West Coast Mainline. For international travel, we have London Luton, London Heathrow and Birmingham International airports within an hour's drive.

The Milton Keynes economy consists of over 180,000 jobs and over 12,600 businesses. The Cities Outlook 2025 report highlighted how Milton Keynes continues to be one of the top UK cities for high wages, innovation, and housing growth.

We are already one of the fastest growing cities in the country and have growth plans for a population of 410k by 2050 with an additional 50,000 to 90,000 new jobs. In January 2025, the government confirmed its plan to build transport links and housing in the 'growth corridor' between Oxford and Cambridge, and full commitment for the East West Rail line that will link the two cities, with Milton Keynes being a key beneficiary.

Our City Centre is the beating heart of Milton Keynes. We're a top ten UK destination for retail. Our leisure options range from indoor skiing and sky diving to a top-class theatre, art gallery and ice rink, and we have a 4000-capacity concert and entertainment venue coming soon. We are the headquarters location for major employers such as Santander, Network Rail, and DHL Supply Chain. Around 40,000 people work in our offices, shops, restaurants and leisure sector, but we're also a place people are choosing to live, as we're home to 4700 residential properties, and major residential developments are underway across the City Centre.

About MyMK BID

The Milton Keynes Business Improvement District (BID) is a collective of over 330 businesses that invest in the success of Milton Keynes City Centre.

We are a not-for-profit company, now in our ninth year of trading. Our vision is for Milton Keynes City Centre to stand out as a place which is proud to be different: where its uniqueness is the driver for people choosing to come here to live, work, run a business and for leisure.

Through our network we bring together over 330 businesses and organisations, working across every sector and represent their needs with partners such as Milton Keynes City Council, Thames Valley Police and many others.

We work to make Milton Keynes City Centre a vibrant, exciting and successful place to have a business, and an attractive, clean, safe, enjoyable destination for everyone.

Our board comprises individuals from Milton Keynes' leading names in the City Centre's retail, leisure, professional services and commercial sectors, who set the strategic direction of the BID, on a voluntary basis.

We work hard to promote Milton Keynes City Centre to attract customers and drive spend in our businesses, through our My-MK City Centre consumer marketing activities.

We run the City Centre radio scheme to deter criminals and identify offenders, and we administer the Milton Keynes City Centre Barwatch group.



The Role

- Salary: £28,080 per annum
- Reporting to: City Centre Safety & Operations Lead
- 40 hours per week (inc evenings & weekends on a rota basis)
- 25 days per annum, plus Bank Holidays
- Benefits package



Overview

We're looking for proactive, people-focused individuals to join our team of Community Safety Patrol Officers in the Milton Keynes City Centre area.

Introduced last summer, our officers are deployed to tackle low-level crime and antisocial behaviour, providing visible reassurance and practical support to businesses, employees, and visitors. Their presence helps ensure everyone who spends time in the city centre feels safe, welcome, and supported - because people are more likely to visit, work, and invest in places that are secure, attractive, and well cared for.

This is more than a security patrol role. It's about being a trusted, approachable presence, helping to reduce crime, support vulnerable individuals, and create a positive experience for everyone who lives, works, or visits the city.

Working closely with Thames Valley Police, Milton Keynes Council, and local businesses, our officers patrol the BID area daily — from Milton Keynes Central Station to Hotel La Tour — acting as the eyes and ears on the ground. They share real-time intelligence, support incident response, and proactively deter antisocial behaviour through engagement and early intervention.

Our officers also play an active role in initiatives such as City Bar Watch, the BID radio network, and the “Ask for Angela” campaign. They help enforce exclusion notices, identify repeat offenders, and contribute to a joined-up approach to safety and wellbeing.

As part of MyMiltonKeynes, our officers play a vital role in delivering the BID's mission — to work with businesses to make Milton Keynes city centre a vibrant, exciting and successful place to have a business, and an attractive, clean, safe and enjoyable destination for everyone.

We're looking for individuals with excellent communication skills, a calm and professional approach, and a genuine passion for community safety. This is a city-centre-based role involving regular foot patrols, daily engagement with businesses and visitors, and active participation in safety briefings and operational meetings.

If you enjoy being out and about, working with people, and making a real difference, this could be the perfect opportunity to join our team.

Responsibilities

Community Engagement and Reassurance

- Provide a highly visible and approachable presence across the city centre through foot patrols.
- Build positive relationships with local businesses and employees to offer reassurance and practical support.
- Respond to queries and concerns from businesses and the public in a professional, customer-focused manner.
- Promote the BID’s initiatives, campaigns, and services to increase awareness and engagement.

Crime Prevention and Partnership Working

- Identify and deter low-level crime, antisocial behaviour, and public nuisance through proactive engagement.
- Work closely with Thames Valley Police’s Central Neighbourhood Team, sharing intelligence and supporting coordinated responses to incidents.
- Collaborate with security teams at centre:mk, Midsummer Place, and Xscape, and maintain strong communication with door supervisors and evening-economy venues to address emerging issues.
- Report and record incidents promptly, providing accurate information and evidence as required.
- Support the enforcement of exclusion notices and assist in identifying repeat offenders.
- Use BID radio and reporting systems effectively to communicate with partners and colleagues

Safety, Welfare and Support

- Assist vulnerable individuals within the city centre, signposting or referring them to appropriate support services.
- Provide first-line support during incidents, following safeguarding and welfare procedures.
- Help manage and support events or emergency situations within the BID area when required.

Operational Contribution

- Contribute to safety briefings, operational meetings, and intelligence-sharing sessions with partner agencies.
- Maintain accurate records of patrol activity, incidents, and outcomes.
- Support wider BID safety initiatives such as City Bar Watch, the BID radio network, and the “Ask for Angela” campaign.
- Act as an ambassador for MyMiltonKeynes BID at all times, promoting the BID’s mission and values at all times.

Additional Information

- Full uniform provided.
- The role is city-centre based and involves daily outdoor work in all weather conditions.
- The post holder will represent MyMiltonKeynes in public and must uphold the BID’s values and standards at all times.

Skills & Experience

Essential

- Must hold up to date SIA Licence
- Excellent communication and interpersonal skills, including clear spoken and written English, to engage effectively with businesses, visitors, and partner agencies.
- Experience working in a community safety, enforcement, or customer-facing environment.
- Ability to remain calm, professional, and assertive in challenging situations, where de-escalation will always be the primary objective.
- Understanding of issues relating to community safety, antisocial behaviour, and public reassurance.
- Able to work independently and as part of a team.
- Basic IT literacy and accurate record keeping.
- Physically fit and able to carry out foot patrols all day.
- Ability to work evenings and weekends as rota requires.

Desirable

- Previous experience in a community safety, policing, or security partnership role.
- Knowledge of Milton Keynes city centre and its business community.
- First Aid qualification.

Personal attributes

- Professional, approachable, and people-focused.
- Strong sense of integrity, responsibility, and public service.
- Well organised, punctual and reliable.
- Confident and diplomatic communicator.
- Committed to creating a positive, safe, and welcoming city centre environment.

Why Join MyMiltonKeynes BID?

MyMiltonKeynes BID is at the forefront of making Milton Keynes City Centre a safer, more vibrant, and more attractive place to visit, work, and do business. This is an opportunity to take a lead role in driving crime prevention and public safety initiatives, working alongside key city stakeholders to create a better, safer environment for businesses and visitors alike.

You'd be joining our small team of hard working, but very lovely people, who are passionate about improving Milton Keynes City Centre for the businesses that trade here.

If you care about crime prevention, stakeholder engagement, and making a real impact, we'd love to hear from you.

How to apply

Please email us your CV with a covering letter telling us why you would like this job and how your experience is relevant. Contact Sam Bradley:

sam@mymiltonkeynes.co.uk



Office address:

Sovereign Court, 215 Witan Gate,
Milton Keynes, MK9 2HP

Corporate website: www.mymiltonkeynes.co.uk

Consumer website: <https://mymk.cc/>

LinkedIn: @mymiltonkeynes

Facebook/TikTok/Instagram: @mkcitycentre