CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: PLACE** | **SERVICE GROUP: ECONOMY & DEVELOPMENT** | |
| **POST TITLE: ASSISTANT MARKETS MANAGER** | **REPORTS TO: MARKETS MANAGER** | |
| **GRADE: PO1/2** | | **SAP POSITION NUMBER : 11004703** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** | |
| 1. Responsible for managing and developing the Council’s Indoor Retail Markets, Wholesale Markets, Open Markets and themed market annual events. 2. Responsible for all operational estate management matters including tenant and trader liaison, health and safety, planned preventative building maintenance, reactive maintenance and long term maintenance of all facilities, security, cleaning, customer services and enforcement of occupational agreements, licences and byelaws 3. To manage a culture of continuous improvement and to set and monitor performance targets for improving the effectiveness and efficiency of the daily cleaning, security, maintenance functions related to the delivery of a quality service to Market tenants, contractors, staff and the general public. | |
| **Main Responsibilities of Post:** | |
| 1. To manage and maintain the effective performance management of the Market buildings and facilities to ensure their efficient and cost effective operation and to identify and provide future planned maintenance needs.   2. To manage the development, delivery and ongoing sustainability of an annual themed Markets events strategy for the District including liaison and participation with commercial suppliers, safety representatives, emergency services, traders and their collective organisations, and all other relevant parties as required.  3. Responsible for the letting of all shops and stalls at the Council’s various market venues, including the identification, selection and recruitments of new tenants, assignment of leases and tenancies, changes of authorised user, notices to quit and dilapidation inspections are completed within defined timescales and by approved procedures.  4. Ensure that future expenditure on the operation of all market functions, buildings and facility maintenance is in line with budgetary allocations, Council priorities and regulatory requirements.  5. To manage and implement the Market Service’s Health & Safety policies and operating procedures to ensure they are strictly adhered to and safe working practices are operated within all areas of the Markets Service in order to comply with the Authorities legal obligations.  6 To manage the annual procurement process of maintenance and cleaning contracts, consumables and equipment within budget and in accordance with Council Financial Procedures.  7. To manage, along with the Assistant Manager – Business Development/Lettings the continuous development and accreditation to the Markets Service Quality Standards Systems, including liaising with external assessors, and the carrying out of internal/external audits and, and where necessary, ensuring corrective action is taken as a result of any deficiencies highlighted by internal and/or external audits.  8. To create and maintain a culture of continuous improvement and to set and monitor performance targets for improving the effectiveness, efficiency and quality of the service in the areas of property and facilities management.  9. Ensure traders comply with the terms of their lease, tenancy agreement, licence or bye-laws and to take appropriate action for non-compliance or breaches of covenant.  10. To liaise with the Council’s legal officers on any legal action in connection with breach of the Council’s exclusive market rights, Market Bye-laws or non-compliance of the terms of leases, agreements or licences.  11. Deputise for the Markets Manager in his/her absence on all operational aspects to ensure continuation of Service.  12. To work unsocial hours on occasions during the holding of market events to include evenings, week-ends and Bank Holidays.  13. To evaluate applications and to recommend to the Markets Manager the issuing of private market licences to third parties and to monitor and collect the appropriate licence fees due.  14. Identify and develop new initiatives, income streams and programmes for business growth and reducing operational costs.   1. To carry out any other duties as required, which are reasonable in terms of the   nature and level of the post. | |
| **Markets Operational Structure:** | |
| **Special Knowledge Requirement: Essential for shortlisting.** | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column** | |
|  | **Essential** |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level  of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview:  a) Can express themselves fluently and spontaneously , almost effortlessly  b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Minimum of three years experience of operational or event management working in a retail, leisure or commercial environment. | X |
| Minimum of three years experience of managing budgets within expenditure targets. | X |
| Demonstrates experience of successfully managing change, improving business or service efficiencies for the delivery of improved customer service. | X |
| Demonstrates the ability to use, interpret, analyse and communicate complex numerical information. | X |
| Uses a range of specialist ICT systems across own work area and or across other areas of work. | X |
| Able to understand, interpret and implement health & safety legislation. | X |

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| **Relevant experience requirement: Essential for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.  The applicant is required to demonstrate a good working knowledge of workplace Health & Safety legislation. |
| **Relevant professional qualifications requirement: Essential for shortlisting** |
| NVQ Level 4 or above and/or other relevant management qualification or a minimum of  six year’s experience of operational or event management working in a retail, leisure or commercial environment. |
| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management** – covers the employees capacity to manage  their workload and carry out a number of specific tasks accurately to a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face. |

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| **Management Competencies: to be used at the interview stage.** | | |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. | | |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. | | |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. | | |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. | | |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| The post holder must be able to work evenings, weekends and Bank Holidays as required by the needs of the service. Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | |
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| **Special Conditions:** | | |
| Nil | | |
| **Compiled by: CW**  **Date:10/01/2019** | **Grade Assessment Date:** | **Post Grade: PO1/2** |