

Assistant Market Manager

JE Code: JE2472

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Property & Facilities |
| **Reports to:** | Market Manager |
| **Job Family:** | Operational Services |
| **Grade:** | F |
| **Political restricted:** | N |
| **Date:** | January 2023 |

**Key Deliverables**

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| **1.** | Assist the Market Manager in all responsibilities to ensure the efficient, safe and effective operation of the Market including premises management and statutory compliance. |
| **2.** | Target 100% rent collection, working with the Market Manager to monitor budgets, undertake the raising of purchase orders and proactively monitor all income and expenditure. |
| **3.** | Assist with promoting the market and attracting new traders, fostering good relationships with traders and key stakeholders. |
| **4.** | Organise meetings as appropriate and be the first point of contact for traders.  Attend meetings as and when required, often outside of normal working hours.  Co-ordinate meeting minutes as appropriate. |
| **5.** | Maintain a high level of customer service and be a main point of contact for the general public, dealing with enquiries and new lettings as appropriate. |
| **6.** | Assist with monitoring all contractual agreements relating to the post-holder’s area of responsibility.  Liaise with contractors and/or tenants regarding problems and grievances.  Initiate action for non-compliance. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| 1. | Experience in Market Management or managing a large venue – minimum 5 GCSE’s Grade A\* - C  |
| 2. | Excellent customer service skills and a proven track record in dealing effectively with the general public.  |
| 3. | Be able to communicate clearly, confidently and appropriately and to build the trust and confidence of people. |
| 4. | The ability to interpret accounting information, in terms of financial spreadsheets, invoices and debt collection, using ERP/finance systems and property management software. |
| 5. | A reasonable technical background in order to identify required repairs and maintenance. |
| 6. | Experience and knowledge of premises management and compliancy. |



Job Family

Operational Services

Grade F

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| **Colleagues expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages. They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role characteristics

At this level job holders will use their experience and formally certificated technical knowledge, to exercise the initiative and autonomy to plan and supervise the work of others and deal with a range of problems and challenges during normal operations.

### The knowledge and skills required

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames. They will need speed, dexterity and co- ordination to effectively carry out their duties.

Formal training in the technical or specialist area is usually expected at this level. In addition, job holders will have enough specific work experience to allow them to deal authoritatively with a wide range of queries and problems. There will also be a requirement to fully understand the organisational context of the work of the team, ensuring that standard policies and procedures are consistently adhered to.

### Thinking, planning and communication

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day to day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

The type of information exchanged will be varied and sometimes complicated when related to technical matters. Job holders will interact with a range of audiences from colleagues to service users or members of the public. They will need to provide explanations and advice or offer reasoned options for consideration.

**Decision making and innovation**

Job holders will use their enhanced knowledge and autonomy to make decisions regarding the organisation of the team’s workload and the response to the problems and issues that arise. They will also deal independently with the more unusual matters that present themselves, although they will refer serious issues to a supervisor or manager.

### Areas of responsibility

Job holders have a responsibility to others in that they provide a service by maintaining or cleaning premises, driving passenger vehicles, preparing food, operating office machinery or performing similar tasks. They will have some supervisory responsibility and will be accountable for the quality and timeliness of work done by others, including volunteers and contractors.

Job holders may have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

The responsibility for the Council’s physical and information assets will be significant. Job holders will be accountable for the maintenance and proper use, by themselves and others, of high-value equipment, buildings and premises, or other similarly crucial assets.

### Impacts and demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time. They will need general awareness and sensory attention to their immediate surroundings, but they will also be required to work through lengthy periods of enhanced mental attention, for instance when attending to the administrative or work scheduling duties.

Although some job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.