

Market Manager

JE Code: JE2459

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Facilities |
| **Reports to:** | Facilities Lead |
| **Job Family:** | Operational  |
| **Grade:** | G |
| **Political restricted:** | N |
| **Date:** | January 2023 |

**Key Deliverables**

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| 1. | Effective liaison with the market traders to ensure the efficient, safe and effective operation of the Market including premises management and statutory compliance. |
| 2. | Target 100% rent collection and ensure a high level of debt recovery is maintained, working with staff to monitor budgets, undertake the raising of purchase orders and proactively monitor and manage all income and expenditure. |
| 3. | Promoting the market and attracting new traders, fostering good relationships with traders and key stakeholders. |
| 4. | Driving increased footfall through diversification of the current offer. |
| 5. | 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. |
| 6. | Maintain a high level of customer service and be the main point of contact for the general public, dealing with enquiries and new lettings as appropriate. |
| 7. | Monitor 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. |
| 8. | Support MKDP in the marketing and public relations of the services utilising a variety of methods generating both applications for stalls and maintaining/increasing the volume of shoppers. |
| 9. | Manage a team of Facilities Market Operatives and the Assistant Market Manager. |

*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.** | Recognised qualification in property / facilities management or experience in market management. |
| **2.** | A proven track record demonstrating the ability to influence others and deal 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.** | Ability to interpret performance targets and take corrective action when required. |
| **7.** | An understanding of landlord and tenant legislation would be desirable. |
| **8.** | Experience and knowledge of risk management and relevant H&S legislation. |



Job Family

Operational Services

Grade G

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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 use their technical and management expertise to play an important part in decision making in the wider team. They will have a voice in planning longer term developments and will focus not merely on the infrastructure elements under their control, but also the needs and wellbeing of the users of the premises, plant and equipment.

### The knowledge and skills required

Job holders will have formal training in the technical or specialist area. In addition, they 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.

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

### 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.

Communications at this level, while still largely concerning factual (if complicated and/or sensitive) matters, will also see job holders needing to exert persuasive influence to encourage others to adopt certain courses of action or see choices in an alternative light, sometimes challenging preconceptions or the status quo.

**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 typically arise in their area. 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 direct responsibility for the care and welfare of the users of the premises, plant, equipment and/or vehicles under their management and must take their specific needs into account when judging priorities and making plans.

Job holders at this level have formal line management responsibilities in relation to their team and will ensure adherence to corporate standards and processes covering absence and performance management, recruitment and similar matters.

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

At this level, the responsibility for the Council's physical and information assets will be significant. Job holders will be accountable for the maintenance and 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.

Job holders will need 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 schedule duties.

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.