


Profile Title:	Market Manager	 BARNSLEY Metropolitan Borough Council			
Reports to:	Group Leader				
Employee Management:	2 Managers 10 Employees	Grade:	9	Profile Ref:	118230

Purpose of the Post

To effectively manage the markets including their operation, procedures, quality and performance in order to ensure that the markets are delivered in an efficient and effective manner and in compliance with all relevant policies and current legislation.

Responsibilities

- Promote a customer focussed environment, with products, services and experiences designed to meet customer needs
- Assist with managing the overall performance of the markets by preparing, analysing and reconciling financial information; determining trends and areas of opportunity; advising on cost-control methods and resolving budgetary issues.
- Ensure rotas are in place for effective operation of each site and that a list of key holders is maintained ensuring business continuity measures are in place, as well as hold keys for each site and response to emergencies as necessary.
- To be responsible for the operational delivery of the service, including on-site supervision, risk assessments, business continuity, accidents/incidents investigated and reported, ensuring the safety of markets, staff and associated equipment in association with protocol and legislation
- Ensure all necessary security measures are in place to protect the buildings and sites in liaison with the relevant officers.
- Ensure compliance with financial regulations, market procedures and practices in relation to rent collection
- Work with relevant officers to ensure leases, licences and other agreements are in place and renewed as necessary
- To monitor for and approve (or otherwise) any casual car boot or other similar sales within the area protected by the Market Charter and to monitor, and take appropriate action to protect Barnsley Markets from any illegal market activities.
- Manage disputes and disciplinary issues in a sensitive, professional and efficient manner inclusive of the implementation of compliance policies and procedures.
- To investigate insurance claims in accordance with safety and legal procedures working with relevant officers
- To work collaboratively with relevant officers and stakeholders to ensure that the markets operate effectively and seamlessly within their wider town centres. To be a visible and positive representative for the markets, their town centre locations and Barnsley Council
- To work closely with other officers and stakeholders to make the markets and town centres a safer place to live and work. To react in the event of an emergency including attendance at the premises as appropriate.
- To suspend traders from trading in accordance with agreed processes when serious breaches or

incidents occur		
<ul style="list-style-type: none"> Keep abreast of local and national developments in markets and town centres and work with officers to proactively develop the service accordingly. 		
Education and Training	Measure	Rank
<ul style="list-style-type: none"> Level 5 appropriate qualification OR extensive equivalent experience* 	A/I	E
<ul style="list-style-type: none"> First Aid and Health & Safety qualifications 	A/I	D
<ul style="list-style-type: none"> Evidence of continuous professional development 	A/I	D
<ul style="list-style-type: none"> Willingness to undertake the Councils internal Leadership Programme 	A/I	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> *Extensive experience of managing markets or retail environments 	A/I	E
<ul style="list-style-type: none"> *Significant experience of investigating complaints and compliance issues 	A/I	E
<ul style="list-style-type: none"> *Experience of interpreting and implementing relevant legislation and policies 	A/I	E
<ul style="list-style-type: none"> Experience of managing traders including leading market trader meetings 	A/I	D
<ul style="list-style-type: none"> Experience of dealing with conflict and hostile situations 	A/I	E
<ul style="list-style-type: none"> Experience of enforcement 	A/I	E
<ul style="list-style-type: none"> Significant experience of leading and managing teams 	A/I	E
<ul style="list-style-type: none"> Extensive experience in performance management, setting targets, plans and monitoring performance 	A/I	E
<ul style="list-style-type: none"> Experience in managing buildings and equipment 	A/I	D
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> Broad knowledge of market legislation and policy 	A/I	D
<ul style="list-style-type: none"> Broad knowledge of local and national strategies, policies and legislation relevant to retail, markets and town centres 	I	E
<ul style="list-style-type: none"> Working knowledge of public sector financial regulations and procurement 	A/I	D
<ul style="list-style-type: none"> Working knowledge of health and safety and risk management systems 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Ability to enforce contract conditions 	A/I	E
<ul style="list-style-type: none"> Strong organisation and time management skills with the ability to work under pressure, being self-motivated and able to use own initiative under minimal supervision 	A/I	E
<ul style="list-style-type: none"> Ability to persuade and influence to ensure smooth and effective management of the markets 	A/I	E
<ul style="list-style-type: none"> Strong communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders. 	A/I	E
<ul style="list-style-type: none"> Well-developed ability to manage a challenging workload under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management. 	A/I	E
<ul style="list-style-type: none"> Ability to adopt an effective approach to problem-solving, adapting to changes in circumstance or information 	I	E
Additional Requirements	Measure	Rank

• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.	A/I	E
• Work flexibly within the operational needs of the service	A/I	E
• Willing to undertake training and continuous professional development in connection with the post.	A/I	E
• Work in accordance with the council's visions, priorities, values and behaviours.	I	E
• Able to undertake any travel in connection with the post.	A/I	E

If you do not hold a level 5 qualification then you must be able to demonstrate all criteria marked with an * to demonstrate comparative experience.

If you do hold a level 5 qualification, it is not necessary to demonstrate that you can meet the criteria marked with an *.