

Job Description

Job Title	Market Operations Supervisor
Directorate	City Development
Service Area	Economic Strategy, Skills & Sustainability
Grade	5
Competency Level	2
Salary	£31,022 - £35,412
Job Type	Office Based
Location	Citywide (Liverpool Food Hub)
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9402

Job Purpose

Take the lead during market operating times at a designated site on that day, and act as first point of contact for all traders by offering assistance and providing positive resolution to any queries and issues that may arise.

Provide direction to Market Operatives and 3rd party operatives to ensure the market complies with all necessary Health and Safety requirements and cleaning standards.

Be responsible for safe collection, reconciliation, retaining accurate records and safe banking of all income collected across Liverpool's Markets.



Support the Markets Manager and the Commercial Development & Events Manager that markets are fully occupied with commercially effective layouts making the most of available space.

Directly Responsible For:

Market Operatives

Directly Responsible To:

Markets Manager

Main Areas of Responsibility:

- Work collaboratively with the Market Manager to ensure delivery of the market strategy in line with delivery of a high standard, cost effective and industry leading market offer for traders and customers across all sites
- Supervise the effective running and management of an assigned market site and or area of the service as directed by the Markets Manager and or other authorised personnel
- To provide supervision and direction to Market Operatives and/or 3rd party operators (e.g., security) to ensure all tasks associated with the operation of assigned market(s) including static sites, casual markets and occasional markets is completed to a high standard and in line with H&S guidelines and procedures. Whilst promoting an effective positive working relationship with all parties
- Supervise and contribute to the safe build and take down of market stalls/cabins in line with operating procedures and guidelines
- Take ownership and retain accurate digital and paper records of all market assets and equipment, H&S records ensuring full compliance with guidelines

and commercial/trading/rental reporting of current conditions at their assigned market(s)

- Take responsibility for the proper collection, reconciliation and record keeping of income collected at assigned market(s) in line with the councils' financial regulations and standing orders. Providing support when required to resolve rent enquiries and queries
- Ensure an industry leading service level to visitors and traders in line with the most up to date market strategy and customer service guidelines of Liverpool City Council. This includes ownership of issues, queries and complaints that may arise during the market(s) operation, ensuring a proactive resolution
- Take ownership for raising issues with Facilities Management and the Markets Manager to ensure repairs and maintenance required are completed. In the meantime, ensuring the area is safe, barriered off if necessary and of no risk to anyone on the site
- Take responsibility for all H&S whilst onsite in line with operating procedures, relative risk assessments and all statutory legislation requirements are met personally. This includes ensuring traders have possession of valid public liability insurance, food hygiene certification. Alongside H&S, fire safety, contractor management and waste management guidelines are being adhered too. Also, the responsibility to advise the Markets Manager/ Head of Markets the cancellation/ delay of markets due to weather conditions as per Liverpool Markets procedures at the site you are at or going too
- Promote and maintain effective and positive working relationships with enforcement agencies where applicable e.g., Environmental Health, Health & Safety Executive, Fire Officers, and Trading Standards etc
- Attend trader liaison meetings
- Champion an area of markets to support colleagues and line management in the overall operation, e.g. security

Supervision and Management Responsibility:

- Ensuring activities are supervised effectively and market operatives aware of their role
- Manages performance and behavioural issues effectively
- Manages 3rd party operatives when on site e.g., Security

Budget and Financial Responsibility:

- Monitor financial performance and deliver within targets set
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Supervisory management of both indoor and outdoor markets. This includes in all weathers. (Protective clothing supplied)
- Able to support the build and take down of market stalls
- Able to drive vehicles across the site
- Able to attend markets at alternate locations

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Possession of driving licence including C1. Therefore, having the ability to drive 7.5 tonne vehicles to assist in the transportation of stalls across the city (A/I)
- Demonstrate a willingness to undertake any additional training as required to further improve/enhance the job and delivery of the service (A/I)

Desirable

- Health & Safety qualifications e.g., NEBOSH / IOSH
- Forklift truck qualification or willingness to train

Experience

Essential

- Experience of operational management of organised events / managing or supervising large units / vibrant commercial sites ensuring all aspects of the operation is successfully delivered – Ideally with Footfall over 1000 people (A/I)
- A good understanding of all Health and Safety procedures associated with large public spaces and food handling, including recycling, fire and site risk assessments, evacuation procedures, with ability to give past management examples (A/I)



Desirable

- Experience of managing static and casual sites both in tandem and isolation
- Working in a customer focussed and commercial environment offering varying levels of customer care to various groups including traders, customer, and visitors to the markets
- Experience of handling issues and complaints including maintaining accurate, completion of documents and providing a positive outcome
- Effective management of stakeholder groups and associations such as trader groups
- Experience of managing commercial growth and maximising income from collection of rents, service charges, stall hire, event management etc. Along with experience of income reconciliation procedures

Skills/Abilities

Essential

- Excellent communication skills: both written and verbal with the ability to communicate effectively with various groups and settings (A/I)
- Ability to direct staff and 3rd party operators to ensure the operational demands are achieved whilst sustaining effective relationships. With the ability to handle and diffuse difficult situations and reach a satisfactory outcome (A/I)

Desirable

- Ability to work to specific targets, whether this be KPI, Income, budgetary or stall occupancy

- Proficient in all ICT packages with an aptitude for developing systems and programmes specific to the market service
- Ability to apply a methodological and systematic approach to operating the business developing solutions and new processes

Commitment

Essential

- To work to towards improving, enhancing and the development of the service offering. Meeting and exceed the needs and expectations of customers and traders (A/I)
- Promote a self-motivated, positive, and pro-active attitude with the availability to work flexibly across the Liverpool Markets sites as part of a 7-day rota pattern. Ensuring the demands and operational needs of the business and overall service are met (A/I)

Other

Essential

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken (A/I)