

Job Description

Job Title	Market Operations Manager
Directorate	City Development
Service Area	Economic Strategy, Skills & Sustainability
Grade	8
Competency Level	2
Salary	£46,142 - £51,356
Job Type	Office Based
Location	Citywide (Liverpool Food Hub)
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A8895

Job Purpose

Provide strategic leadership for all operational elements of the markets service, inclusive and not limited to static sites (Greatie & Wholesale Market Liverpool), pop up markets e.g. Stanley Park Market and Farmers Market offer. As well as ensuring the safe planning and effective day to day management of larger seasonal and specialist market-based events.

Support the Head of Markets in providing effective leadership and operational management of the markets team, third party contractors, market sites and overall strategic direction of the service

Take responsibility for overseeing operational excellence and compliance across all areas including but not limited to health and safety, event management, trader details, GDPR, finance management & Market Rights Licencing

Directly Responsible For:

Market Supervisors (x5), Market Operatives (x4.5) and Licencing and Admin Officer

Directly Responsible To:

Head of Markets

Main Areas of Responsibility:

Operational Excellence and markets compliance

- Lead on the development, production and update of all relative risk assessments, event plans and trader guides, as appropriate working with the Head of Markets, Markets Commercial Development and Event manager, Markets operations team, independent safety advisors and other LCC teams when required
- Overseeing and tracking maintenance and repairs of market buildings in line with corporate landlord (Facilities Management) function. Liaising with contractors and ensure overall statutory compliance

- Provide Strategic technical governance for all scheduled works, ensuring rigorous appraisal of RAMS, tenders and equipment specifications. Liaising with Corporate landlord (FM) colleagues where required
- Strategic service lead to ensure the adherence, updating and management of market management plan and standard operating procedures
- Lead on the development and update of Standard operating procedures and Safe systems of work to guarantee safety for the user and those visiting the site. Working with independent safety advisors and LCC health and safety team where required
- Direct and maintain Markets service business continuity plans and business impact assessments ensuring they are aligned with organisational risk frameworks
- Provide executive oversight of asset management processes, ensuring timely repairs, lifecycle planning, and accurate financial reporting to inform strategic decisions
- Ensure the safe operation of market fleet of vehicles in line with statutory obligations, LCC fleet management policies are adhered to, alongside market teams' day to day use
- Promote and maintain effective and positive working relationships with enforcement agencies e.g. Environmental Health, Health & Safety Executive, Fire services, licencing, Merseyside Police, and Trading Standards etc. along with updating and attending Safety Advisory Group when required
- Liaise with contractors to deliver markets operations and events in line with requirements well in advance of market e.g. security/stewarding/toilet hire
- Ensure a high level of cleanliness and overall high standard of daily delivery across all sites and market offers / events mobilising market staff effectively. Including but not limited to toilets, Car parks, service yards, litter picking, offices, trader / visitor areas etc.

- Drive new and innovative ways of waste management alongside ensuring the wider sustainability agenda of the service and Liverpool City Council
- Ensure all areas of the market services are safe and secure, working effectively with third party security suppliers and City Watch. Ensuring that all incidents and near misses are reported

Operational Team

- Providing day to day line management of Markets team
- Provide strategic leadership and accountability for the performance, compliance, and collaboration of the market staff, ensuring consistent delivery of high-quality service level and market events
- Monitor absenteeism and conduct of employees and take appropriate action where necessary in accordance with Liverpool City Council guidelines
- Exercise day to day control, supervision and management of all market's employees. Contributing to the management of all Liverpool City council markets across the city ensuring effective planning is in place to support all markets and the allocation of required resources and equipment
- Plan and manage rotas/holiday to ensure coverage for all markets, events and offers are supported with sufficient members of staff to ensure operational success, market event requirements and seamless delivery
- Ensure consistent implementation of uniform and PPE requirements across all market staff including relative guidelines and policies e.g. COSHH
- Along with Head of Markets and Markets Commercial Development and Events Manager promote a culture of learning with key workforce planning strategies developed and introduced to ensure long term team resilience and talent development / succession

Trader compliance, Market licencing and relationship management

- Build effective relationships with traders and trader groups by contributing to the formulations of an effective communication strategy, working with Markets Commercial Development and Events Manager as well as Markets operational team
- Responsibility for ensuring markets team have accurate trader records including but not limited to personal details, public liability information, food hygiene information, Health and Safety information etc
- Ensure Markets team are adhering to trader rules / terms and conditions and acting when required in line with processes/policies/statutory guidance
- Working with the Markets Commercial Development and Events Manager to maintain and build trader numbers
- Lead on all aspects of markets licencing, working alongside the markets licencing and admin officer to ensure the markets rights policy is being followed and city-wide adherence
- Working with the wider markets team alongside the Markets Commercial Development and Events Manager develop and create efficient and exciting market layouts, delivering the best possible outcomes for ourselves as the operator, traders and visitors

Income and Market Occupancy

- Responsible for ensuring the markets team / digital systems are delivering the proper collection of all rental income, alongside maintaining and ensuring accurate reconciliation and compliant record keeping
- Working with the Markets Commercial Development and Events Manager as well as the wider markets team, drive occupancy numbers through effective trader management, booking numbers, mix of product, promotion, support and optimum location

- Working with colleagues in Property team to ensure the rent is collected and the service charge is in line with best value ensuring the best service for our tenants
- Provide assistance in rent income management queries and support finance support staff
- Responsible for all expenditure being in line with budget expectations, always challenging costs and ensuring best value
- Lead the procurement, coordination and oversight of contractors to ensure effective operations, ensuring all services meet contractual, health and safety, and operational standards. Ensure effective PO and invoice management resulting in compliance with all procurement policies

Effective Event and Market offer

- Work with the Commercial Development and Event Manager to explore any potential leads to promote the markets and provide marketing opportunities
- Own and provide proactive resolution to issues, queries and complaints that may arise
- Produce and assist with the production of management reports utilising ICT programmes such as Word, Excel etc
- Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of the service
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversation, quality annual appraisals and regular workforce planning and development

- Manages performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate working with the Head of Markets
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation.
- Responsible for all expenditure and cost management in relation to the budget set by the Head of Markets circa £800k budget in relation to staffing, consumables, premises costs, etc

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:

- Expected to undertake site visits at both indoor and outdoor markets
- Physical ability to support the set up / take down of markets if necessary
- Able to drive vehicles across the site
- Requires flexibility to support a 7-day a week operation, including regular weekend, out-of-hours, evening and public holiday availability

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

- Health and safety qualification or relative high level of experience e.g. NEBOSH/IOSH (A/I/P)

Desirable

- Business / Management qualification
- Event Management Training
- Commercial awareness

Experience

Essential

- Experience of operational management of busy, vibrant, commercial sites/events, and internal / contract staffing that goes with it, overseeing organised events of over 5000+ and associated crowd management/visitor experience (A/I/P)

- An in-depth understanding of all Health and Safety procedures associated with public spaces including event operations, food handling, waste management, fire and site risk assessments, evacuation procedures (A/I/P)

Desirable

- Experience of managing static and casual sites both in tandem and isolation
- Experience of income reconciliation procedures
- 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
- Previous experience of managing a commercial site e.g. markets, shopping centre
- Experience of managing commercial growth and maximising income from collection of rents, service charges, stall hire, event management etc

Skills/Abilities

Essential

- Excellent communication skills: both written and verbal with the ability to communicate effectively with various groups including peers, colleagues, traders and trader groups, staff, emergency services etc., within various settings (A/I/P)
- Experience of at least six figure budget management and including expenditure and income from rents and service charges (A/I/P)

Desirable

- Proficient in all ICT packages with an aptitude for developing systems and programmes specific to the market service
- Ability to direct staff to ensure the operational demands are achieved whilst sustaining effective relationships
- Excellent literacy skills with the ability to prepare reports and display information in an understandable format to a wide range of audiences including traders, staff, board members etc
- Pro-active approach to face-to-face public contact
- Ability to provide first line management support and direction to all employees who work in in the markets
- Ability to handle and diffuse difficult situations and reach a satisfactory outcome
- Ability to apply a methodological and systematic approach to operating the business developing solutions and new processes

Commitment

Essential

- Present a flexible approach to working as part of a 7-day rota pattern to ensure the demands and operational needs of the business and overall service are met, working flexibly across the Liverpool Markets including holding a driving licence to allow cross site support (A/I)

Other

Essential

- Promote a self-motivated, positive and pro-active attitude and approach to all aspects of work (A/I)

Desirable

- C1 licence and ability to drive 7.5 tonne vehicles to assist in the transportation of stalls across the city
- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

