CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Place**  | **SERVICE GROUP: Markets Service**  |
| **POST TITLE: Deputy Markets Manager**  | **REPORTS TO: Markets Manager**  |
| **GRADE: PO4** | **SAP POSITION NUMBER : 50214683** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:**  |
| To support the Markets Manager in the leadership and management of the Markets Service with a primary responsibility for the overall day-to-day management and future development of the market operations.To contribute to the development of relevant strategies and plans and ensure the key role of Markets in the district’s economic, cultural, regeneration, skills and health and well-being projects.To play a key role in curating the Council’s markets, developing a modern and vibrant retail offer that is effectively promoted to engage with existing and new audiences, driving growth in footfall and attracting high quality businesses to locate within the markets. |
| **Main Responsibilities of Post:**  |
| 1. Responsible for the operational management, development and promotion of the Council’s market activities across the district and ensure the deployment of market activities to meet strategic objectives.
2. Develop positive working relationships with each Trader Association and individual traders and to ensure that relevant rules, procedures and lease conditions are adhered to.
3. Ensure the effective co-ordination, management, maintenance and operation of markets buildings and premises ensuring adequate cleanliness, customer services, security and health and safety standards, including risk management and assessment, for traders, staff and public.
4. Co-ordinate and monitor, within budgetary allocations, the planned and preventative maintenance of Market buildings, contracts, consumables and equipment in accordance with Council Financial Procedures
5. To work closely with the Markets Manager in the development, management and exploitation of commercial and income generating opportunities for the service.
6. To oversee major projects relating to the development of the markets service as directed.
7. To be responsible for delivering on financial, service, qualitative and quantitative performance targets including the review of toll fees, stall payments and service charges and to regularly review rents in conjunction with the Asset Management Department.
8. To maximise the potential of the Markets Service as a catalyst for regeneration, tourism, skills development and community cohesion
9. To prepare reports and make presentations to committees, boards, internal groups and external organisations as required.
10. To promote and deliver positive outcomes for achieving diversity and equality in all aspects of the delivery of the Markets Service.
11. To create and maintain a culture of continuous improvement and to set and monitor performance targets for improving the effectiveness, efficiency and quality of the service.
12. To formulate an annual marketing and promotional strategy and to work with colleagues to maximise the opportunities and potential of market facilities and services in defined cultural and leisure programmes.
13. Remain up to date and compliant with all relevant legislation and adhere to organisational procedures, policies and professional codes of conduct in order to uphold a high quality service whilst Identifying own continuing professional development needs and strive to meet these.
14. To play a full and active role in the Economy & Development management team and where necessary to deputise in the absence of the Markets Manager.
15. Oversee the delivery of a trader recruitment plan and manage the decision making process for the allocation of licences and tenancy agreements to new traders, taking into account balance of trade and product mix, and ensuring that tailored incentives are offered to attract under represented lines.
16. To support the development and lead on the delivery of an effective programme of business support to help existing traders adapt and evolve and to support new traders establish themselves and grow, including providing business diagnostics to identify key areas of support required.
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| **Structure:** |
| **Special Knowledge Requirement: Essential for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column** |
|  | **Essential** |
| Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview). | x |
| Management experience at a senior level working in a retail, leisure or commercial environment | x |
| Experience of managing and delivering income and expenditure budgets within targets.  | x |
| Demonstrates experience of successfully managing change, improving business or service efficiencies for the delivery of improved customer service. | x |
| Demonstrates the ability to use, interpret, analyse and communicate complex numerical information. | x |
| Be able to write and present reports and use electronic document systems and as well as an ability to use a range of standard Microsoft business software to its full capacity.  | x |
| Strong retail commercial awareness including understanding of changing retail trends | x |
| Ability to develop, manages and contribute to partnerships involving various stakeholders to achieve positive outcomes | x |
| Demonstrate strong customer focus and responsiveness to local communities issues  | x |

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| **Relevant experience requirement: Essential for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.  |
| **Relevant professional qualifications requirement: Essential for shortlisting** |
| Degree level and/or other relevant management qualification or experience in a senior management role working in either Retail, Leisure or Estates and Facilities Management. Valid, full driving licence (unless a disability prevents this) |
| **Core Employee competencies at manager level to be used at the interview stage.**  |
| **Carries Out Performance Management** – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately to a high standard.  |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.  |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |

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| **Management Competencies: to be used at the interview stage.**  |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |
| **Working Conditions:**   |
|  You must be able to work evenings, weekends and bank holidays as required by the needs of the service. You must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. |
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| **Special Conditions:**  |
| There is a requirement for the post to have DBS checks You need to have a full driving licence and a car available |
| **Compiled by: CW****Date: January 2021** | **Grade Assessment Date:** | **Post Grade: PO4** |