CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: PLACE** | **SERVICE GROUP: Economy & Development**  |
| **POST TITLE: Market Superintendent**  | **REPORTS TO: Deputy Market Manager**  |
| **GRADE: Band 8** | **SAP POSITION NUMBER :**  |

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 be responsible for the efficient management promotion and administration of the Markets on a day-to-day basis, referring only complex issues to the Deputy Markets Manager.
* To be responsible for the efficient and effective cleaning, maintenance, health and safety and security functions to ensure that the Markets are maintained in a safe, secure and hygienic condition to the benefit of Market tenants and all stakeholders.
* To build and maintain effective working relationships and links with market traders, town centre businesses and other partner agencies to facilitate effective partnership working.
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| **Main Responsibilities of Post:**  |
| 1. To manage and administer, on a day-to-day basis, such Market(s) as allocated.2. To be responsible for ensuring markets are clean by both arranging efficient cleaning systems and schedules or by supporting management in a client role with contractors.3. To supervise all cleaning and security staff, ensuring duties are carried out in a thorough and efficient manner, including:* Investigating any breaches of discipline in relation to misconduct, poor standard of work and absence. Report serious issues to the Markets Operations Manager and take part in disciplinary hearings as required.
* Authorising and certifying hours worked, sickness, holidays, other payments, and overtime.
* Taking part in interviewing, selection and appointment of staff.

4. To authorise minor repairs and ensure they are undertaken in a timely manner. To authorise cleaning consumables and maintain control of such items.5. To ensure through regular contact with Market tenants, compliance of health and safety regulations, byelaws, lease conditions, etc. Deal with items of correspondence between tenants and the Council relating to day-to-day issues, liaising with colleagues when appropriate.6. To carry out site based incident investigations and accident reporting and complete and forward appropriate documentation.7. To be responsible for attending meetings with various Tenants’ Association representatives to discuss day-to-day management and operation of the markets and act upon decisions taken.8. To advise the public and traders on issues relating to consumer matters and act where appropriate.9. To liaise with the Deputy Markets Manager and market colleagues on all matters requiring co-ordination, e.g. contracts, visits by pest control, etc.10. If available, to respond to call-outs outside normal working hours in the event of an emergency relating to fire or intruder alarm activations11. To allocate stalls on the Open Markets in accordance with current procedure/policy. To manage specialist events such as Christmas & Easter Markets, Food Festivals etc. 12. To liaise and assist the Markets Publicity and Promotions Officer with the promotion of the markets including the open market sites and ensure all digital platforms including the markets website are up to date.13. To assist in the future development of quality systems for the Service, and as appropriate carry out duties in accordance with the stated or implied requirements of these systems, including auditing of procedures as required.14. Deputise for the Operations Manager in his/her absence.15. To carry out any other duties as required, which are reasonable in terms of the nature and level of this post. |
| **Structure:** |
| **Special Knowledge Requirement. Will be used for shortlisting.**  |
|  | **Essential** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |  |
| 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 |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area ofWork | x |
| Able to implement, maintain and manage accurate information retention systems both manual and computerised. | x |
| Ability to adopt a process of continual improvement and suggest ways ofworking more efficient and effectively to improve service delivery. | x |
| Able to communicate sensitively with internal and external customers both face to face and over the telephone in a professional manner  | x |
| Knows and understands how to use, interpret, handle and communicateInformation | x |
| Must be accurate & able to demonstrate good numeracy and literacy skills | x |
| Able to work flexibly to accommodate the needs of the service  | x |
| Has the capacity to manage own workload, carry out a number of specific tasks accurately to a high standard | x |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the lower threshold level outlined under Special Knowledge above.  | x |
| Health and Safety Experience and Training  | x |
| Knowledge of managing facilities in a retail or leisure environment in the areas of cleaning, maintenance & security | x |
| **Relevant experience requirement: Will be used for shortlisting** |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.  |
| Able to demonstrate good literacy and numeracy through assessment before interview. |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| Health & Safety knowledge and training  |
| Valid, full driving licence (unless a disability prevents this) |
| **Core Employee competencies to be used at the interview stage.**  |
| **Carries Out Performance Management** |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and 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 promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Working Conditions:**  |
| You must be able to work evenings, weekends and bank holidays as required by the needs of the service.  |
|  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.  |
| **Special Conditions:**  |
| You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process. |
| **Compiled by: CW****Date: January 21** | **Grade Assessment Date:** | **Post Grade: Band 8** |