**Manchester City Council**

**Role Profile**

**Operations Manager, Grade 8**

**Markets Service, Neighbourhoods Directorate**

**Reports to: Head of Wholesale and Retail Markets**

**Job Family: Front Line Delivery**

**Key Role Descriptors**

The role holder will provide effective management and coordination to front line operational teams responsible for the delivery of high-quality services, ensuring that resources are deployed effectively and that the team is focused on the achievement of service objectives.

The role holder will plan, implement and manage locally focussed programmes of work, translating strategy into action, and ensuring local, regional and national priorities are reflected and incorporated.

The role holder will effectively liaise and engage with businesses and customers to promote the authority’s aims, objectives and values.

The role holder will develop strong working relationships with partners to ensure that authority services are working to the highest standards to provide a quality environment for Manchester residents.

**Key Role Accountabilities:**

Provide effective management, coordination and direction to the team, managing responsive and proactive activity and communicate the authority’s vision, corporate values, aims and objectives.

Develop and motivate staff to achieve organisational priorities and contribute positively to the development of a customer-focused culture.

Work closely with other managers, services and key partners, to ensure effective integrated working within the team and across teams and to ensure a consistent approach is taken to work activity across local areas.

Fully consider local priorities and the needs and aspirations of residents, consulting and involving all sections of the community while setting business improvement plans. Where appropriate, develop and coordinate stakeholder groups including cross directorate partners, including voluntary community sector, public, private, and statutory sector partners in the delivery of this objective.

Represent the authority in establishing and maintaining local connections, building trust and confidence with members, residents, businesses, and other stakeholders, and communicating and promoting initiatives.

Be proactive in identifying and supporting the implementation of change, modernisation and improvements in support of organisational strategies.

Lead on identifying opportunities to attract external funding and to monitor the impact of funding to ensure that the intended outcomes are satisfied.

Roles at this level may be required to manage a range of assigned resources. Staff management duties may be either through direct line management (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively co-ordinate resources to support the principals of ‘joined up’ response.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Manchester has one of the most diverse and innovative portfolios in the UK. Markets provide a range of retail and wholesale markets which sit in the heart of communities, providing basic commodities to luxury goods from all over the globe. Aspiring to provide markets that are vibrant and successful for visitors, and that provide trading platforms for businesses.

The key principles of the service are to:

* Provide the infrastructure to develop entrepreneurship by supporting over 500 businesses.
* Provide safe, attractive markets which contribute to providing services to the communities which enhance the areas where people want to live.
* Listen to our customers and responding to their needs.
* Deliver services and facilities that are compliant with legislation.
* Support partners tackling health inequalities in areas of greatest need by offering for sale fresh food where it is accessible.
* Markets are not afraid to try new ways of working and ensure the Council ‘Our Manchester’ behaviours are fundamental throughout our service delivery.

This role is responsible for:

* Operational management of New Smithfield Wholesale Market.
* Operational management of the weekly Sunday Market at New Smithfield.
* The development element of the services and buildings, including New Smithfield, Gorton and Longsight Markets, and to support any Capital schemes.
* Operational management of the retail markets at Longsight and Gorton.
* Management of the Market Rights for the city.
* Work in conjunction with the Markets Lettings Manager regarding legal occupancy agreements for all business areas.
* The implementation of projects and new incentives and the delivery of the annual Service, Carbon Reduction, Workforce and Training plans.
* To deputise in the absence of the Head of Wholesale and Retail Markets.

The role holder is responsible for the operational management and effective delivery of the services at New Smithfield Market and the retail markets at Longsight and Gorton, providing high quality, tenant / trader and customer focused services.

To manage the performance of the wholesale, Sunday market and retail teams to best effect, to advocate the organisation’s mpeople approach and to deputise for the Head of Wholesale and Retail Markets when required.

To ensure that the market environments meet all required legislative standards and that there are adequate processes in place to monitor all aspects of health and safety of the sites.

Manage assigned resources and monitor budget expenditure and income, ensuring a cost effective and best value approach.

Work in partnership with internal departments, members and other stakeholders, including the management of contractor performance and review.

Play a key role in the generation of plans for future development of the markets and raise awareness of business opportunities to improve business performance and for continuous improvement of the service.

**Operations Manager – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Can effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills:** Ability to translate analyses into business cases which define potential benefits, options for achieving the benefits development of new or changed processes, and associated business risks.
* **Planning and Organising:** Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.
* **Strategic Thinking:** Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.
* **Financial Management:** High level of analytical skills to examine, manage and present complex financial management information at senior management and Member level.
* **Commercial Skills:** Skills to identify industry trends, needs and commercial opportunities.
* **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

**Technical requirements (Role Specific)**

* Full driving licence.
* Achieved or working towards a NEBOSH or IOSH Certificate.
* To work 5 out of 7, which will include evenings and weekends (role attracts 6.7% flexibility payment).
* The role holder will be expected to commence work no later than 8am.