

Make It York

Job Description: Shambles Market Manager

Context of role

Make It York is the Destination Management Organisation for the city and its environs and has a mission to grow the city's economic prosperity and wider well-being. Included in its remit are the following corporate priorities: network-building and inward investment; city positioning and profile-raising; marketing the city and its surroundings both nationally and internationally, as an attractive and vibrant place to live, visit, study, work and do business; and to drive forward York's Cultural Strategy.

MAIN ROLES AND RESPONSIBILITIES

- Manage and develop Shambles Market – a seven-day-a-week, year round business, as a resource for residents and visitors alike.
- Develop relationships with traders and coordinate the Traders Forum to cultivate positive, collegiate interaction.
- Proactively mediate between partners on a range of matters.
- Operate the Market Charter on behalf of the city.
- Lead the team to deliver and develop an efficient, attractive and thriving market, ensuring it maximises its economic potential in line with objectives for the city.
- Develop and deliver policy, plans, procedures and practices to enhance the economic vitality and viability of the Shambles Market.
- Work closely with Make It York's H&S adviser, by owning all aspects of Health and Safety, risk assessments and risk management obligations for the market.
- Develop and maintain key relationships with a wide range of statutory bodies, traders and trader groups, stakeholders, all emergency services, city centre businesses, street entertainers, residents, visitors and the media (via MIY Communications team).
- Develop key relationships across all council directorates who have an input into Market issues, such as the Licensing Unit and Highways Department.
- Display political awareness and sensitivity in dealing with a range of partners and stakeholders.
- Responsibility for input into development of the annual budget. Management of the significant income and expenditure for the market. Ensure all financial processes are tightly controlled.
- Work with MIY colleagues to ensure effective marketing and promotion of the market.

WORKING ENVIRONMENT

- This can be a challenging environment dealing with often conflicting demands and reconciling differing perspectives.

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- Requires the ability to make judgements and to implement resolution, often on the spot.
- Work is subject to interruptions and there is a need to frequently re-prioritise as changes occur. Generation of quick responses to traders, businesses, residents and visitors is required.

KNOWLEDGE AND SKILLS

- Experience in markets, city centre or retail management is very desirable.
- Professional qualification in Health and Safety ie IOSH would be advantageous.
- Experience of managing a team, strong leadership skills and the ability to motivate.
- Excellent interpersonal, negotiation and communication skills, capable of engaging with the interests of a varied audience on a wide range of issues.
- Proven ability to create and maintain effective relationships with a variety of stakeholders.
- Ability to deal with a range of contentious and often conflicting issues, with the ability to make balanced, reasoned judgements, recommendations and decisions.
- Ability to develop and drive projects to conclusion, such as implementation of new controls and processes.
- Experience of inputting to the development of and management of budgets.
- Knowledge of the licencing process would be useful.
- Commitment to the delivery of high quality services with a knowledge of best market practice.

HOURS OF WORK

- 37.5 hours per week.
- An ability to work at weekends and out of office hours as required.

APPLICATIONS - This is a re-advertisement and previous applicants need not apply.

Cover letter and cv to ccmrecruit@makeityork.com

Deadline: 17.00 Tuesday 11 May 2021

Zoom interviews will be held: Tuesday 18 May 2021