



Market Supervisor

JOB TITLE: Market Supervisor

REPORTING TO: Immediate Line Manager: Senior Market Officer, reporting site management activities to Head of Finance & Head of Operations

JOB SUMMARY: The Market Supervisor role is an onsite, implementation and delivery role. Responsibilities include supporting Market Management with day-to-day tasks whilst delivering exceptional customer service to internal and external customers. Working 5 days out of 7 where Sunday is a day off, 40 hours a week.

Context: Castlepoint own and operate local markets supporting local businesses to deliver an exceptional service to the wider community. Our markets are home to a variety of tradespeople and services who look to give excellent value to their customers.

Our Vision & Values: At Castlepoint, we are proud to serve the community and aim to deliver an outstanding service for our local businesses to local people, offering diverse, unique, and excellent value.

Job Purpose Statement:

The Market Supervisor will provide key operational support to Morley Market in helping the site to achieve the overall business goals. The role will be accountable for ensuring Health & Safety requirement is maintained, management of site maintenance, as well as supporting market traders.

Role responsibilities will include:

- Maintaining a highly visible presence to build a strong relationship with the traders,
- Key holder responsibilities, including opening/closing, activating alarms, and responding to callouts for Fire and Intruder alarms,
- Manage security issues, including dealing with troublemakers and theft in the market and communicating with the local police as required,
- Consulting with contractors and ensuring standards of cleanliness throughout the site, including reporting on the performance of suppliers and contractors.
- Delegated duties in absence or staff shortages as well as line manager's requests.
- Uphold Compliance, Risk, and Contractor processes ensuring all paperwork is up to date and completed to a high standard, including Daily Risk Assessments and COSHH Records,
- Support H&S processes through Fire Safety Procedures, Evacuations, Incident Management,
- Manage maintenance contract requirements and evaluating their



performance,

- Manage Waste Management and Recycling including escalations regarding contractor performance and missed collections,
- Provide basic repairs and maintenance as required for the site and traders,
- Assist with Weekly Rent collection,
- Enforcement of Rules, Regulations, Licenses, and company procedures,
- Provide regular updates to Senior Market Officer and support completion of Weekly Reporting to Senior Teams,
- A consistent focus on overall customer satisfaction,
- Promoting positive, efficient, and productive relationships with traders,
- Innovative and entrepreneurial thinking aligned with the broader Company strategic plan.

Candidate Profile:

1. Skills and Qualifications

- **Technical Skill:** Up To Date knowledge of Health & Safety Regulations, computer skills knowledge including use of word, excel, emails and Teams.
- **Soft Skills:** Communication at all levels, leadership, problem-solving, teamwork, time management.
- **Experience:** 3-5 years of H&S experience in retail or property management sectors.

2. Personality Traits

- **Adaptable/Flexible:** Someone who can adjust to changes.
- **Initiative-taking:** Someone who can take the initiative without having to wait for instructions.
- **Results-Drive:** Someone who can focus on achieving goals and meeting deadlines set locally or by senior management.
- **Collaborative:** Works well with others and able to contribute to achieving success.
- **Creative:** Can think creatively and find innovative solutions.

3. Cultural Fit

- **Values:** Shares the same values as the company (e.g., commitment to diversity, sustainability, or innovation).
- **Work Ethic:** A hardworking individual who demonstrates integrity and responsibility.

Key Accountabilities	Suggested Measures of Performance
<p>1. Customer Service Ensure that customers enjoy a positive experience through meeting service standards.</p>	<ul style="list-style-type: none"> • Lead by example in fostering a visible and consistent delivery of Customer Service. • Display a consistent focus on overall customer satisfaction levels. • Have a prominent presence on the operational floor, displaying Customer Service standards to internal and external customers. • Manage customer enquiries and resolve customer complaints whilst ensuring that the company image and brand are not in disrepute.
<p>2. Guiding the People Lead the development of an accountable client-driven culture and work climate in the operation.</p>	<ul style="list-style-type: none"> • Leads by example in the positive implementation of business initiatives. • meet standards of performance by coordinating and ensuring the provision of regular and consistent coaching and feedback to line manager and senior management.
<p>3. Compliance Minimizing risk to business and self by ensuring operations and personal license commitments are in accordance with legislative regulations.</p>	<ul style="list-style-type: none"> • Ensure all daily paperwork is complete to a high standard. • Complete daily operational audits to ensure compliance with health and safety regulations and the company's policies and procedures. • Ensure all Legal requirements are adhered to – Health and Safety at Work, Signage, Reporting of Accidents, Staff training, PPE etc. • Maintain and implement new emergency and non-emergency procedures for the site. • Ensure all work completed by Contractors is to legal standards and take account of all Health and Safety issues
<p>4. Business Planning and Development Contribute to ongoing growth in the operation through supporting the Market Manager & key Stakeholders.</p>	<ul style="list-style-type: none"> • Identify maintenance issues and implement cost-effective strategies to complete work. • Manage the speedy and efficient resolution of property issues. • Conduct weekly rent collection, cash summaries and banking. • Drive events and animation activity, linked into the business marketing plan.
<p>5. Teamwork Fosters a professional and ethical working culture applied appropriately across a diverse workforce and customer base.</p>	<ul style="list-style-type: none"> • Lead by example and foster open and transparent communication with the aim of maximizing opportunities. • Establish a positive, efficient, and productive relationship with internal and external customers. • As directed by the Senior Market Officer or key Stakeholders, conduct specific tasks, projects or assignments and record or report findings as appropriate. • Show the ability and integrity to work without direct supervision.