

Medway Council Job Profile



Job Description

Job title	Town Centres Markets Programme Manager
Directorate	PLACE : Regeneration, Culture and Environment
Division	Regeneration
Range	MPR 5
Reports to	Town Centres and Markets Manager

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Main purpose of the job:

Lead and be responsible for the management, development and diversification of Medway Markets, ensuring they are operated in accordance with the market regulations. This will include leading and developing on options, feasibility and viability of markets.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Manage and motivate team and individual performance, providing direction and leadership, undertaking staff appraisals, addressing welfare, capability and disciplinary issues, advising on personal development, training and coaching, to maximise performance from individuals, satisfy personal aspirations and to ensure the smooth day-to-day operation of the markets.

Direct market development and delivery of markets across Medway, ensuring a good range of offers, diversification, and vibrancy, ensuring that markets are presented and, where relevant, assembled to a good standard, including ensuring a mix of commodities to provide a quality customer shopping experience for those visiting the markets.

Ensure that regular Health and Safety checks of the markets are undertaken and maintained and complete all associated paperwork, ensuring that relevant markets legislation, licensing conditions, and Council policies are met and monitored to include all Health and Safety guidelines, and that risk assessments are submitted, with accident/incident reports escalated where necessary.

Ensure that markets are well promoted to encourage the best possible footfall and trader attendance, making markets thriving and vibrant places to attend, as well as being commercially viable services. This will include assisting with the development in the promotion of the markets to visitors, tourists, and potential new trader

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using social media and other websites, ensuring relevant legislation, licensing conditions, and Council policies are met and monitored and provide relevant information for inclusion in reports.

Monitor records to ensure that all rents are paid, and the booking system is developed to support the preparation of reports, returns, records, budget management and monitoring.

To engage and deliver the outcomes of any public consultation for markets, including new initiatives to develop the market and attract more traders and visitors.

Identify, assess and manage potential risks involved in work activities and processes, recording and using information in accordance with Council procedures and legal requirements, such as GDPR. This will include processing information using corporate office systems, ensuring data is collected on time, is robust, accurate, and complete, and is supported by fully auditable procedures that can withstand scrutiny by external audit.

Attend meetings as and when required, in person and online, supporting the senior management team as needed, contributing to and helping promote positive communication across the organisation, building both constructive relationships and effective staff feedback methods. This will also include supporting the delivery of events and event/promotional programmes associated with town centres as required, revoking licences and managing all matters of trader conflicts, arbitrating and escalating where necessary and investigating complaints from the public and traders, taking appropriate action and managing dynamic situations as they arise.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

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Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Town Centres and Markets Manager.

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

FIXED - The post holder will be permanently based at [TBC], although they may be expected to work at any location across Medway.

## Person specification

All criteria at level A are considered essential unless stated otherwise.

### Qualifications

#### Level A

- Educated to degree level, preferably in a business or marketing-related discipline.
- First Aid Qualification in an outdoor setting
- Personal Licence Alcohol Holder

#### Level B (in addition to level A criteria)

- Level 2 Health and Safety qualification
- Working towards Level 6 Project or Programme management qualification
- Health and Safety qualification
- Diploma in Markets Administration

#### Level C (In addition to levels A and B)

- Diploma in Markets Administration or place making qualification
- Level 6 project or programme management qualification

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### Knowledge

#### Level A

- Knowledge and understanding of the development of street markets
- Knowledge of project management principals, co-ordination, scoping, cost, quality & resource management, communication, risk and procurement management.
- Knowledge of best practice in community and stakeholder engagement.
- Understanding of marketing and social media strategy.
- Understanding of market policy and processes

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### Level B (in addition to level A criteria)

- Extensive Knowledge of the street markets services, with development and delivery of additional markets.
- Knowledge of best practice in relationship management for collaboration in an innovative and proactive multi-disciplinary organisational context to achieve results.
- Knowledge and experience of event management.
- Knowledge of project management methodologies.

### Level C (In addition to levels A and B)

- Strategic regeneration programme management knowledge.
- Knowledge and understanding of economic, Town Centres and associated funding.

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## Experience

### Level A

- Experience of managing and developing outdoor markets.
- Experience of organising safe events within a market's context.
- Experience of communicating, negotiating and influencing with a wide range of stakeholders
- Experience of managing budgets

### Level B (in addition to level A criteria)

- Analytical skills to interpret complex information and situations.
- Able to create imaginative solutions and responses
- Able to deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands

### Level C in addition

- Strong management and people skills, with the ability to motivate and lead others to achieve successful outcomes.
- Extensive programme and project management skills.
- Able to handle unexpected situations or difficult challenges, accurately assessing problems by coming up with effective solutions.
- Manages conflict or unpleasant situations tactfully and effectively.

## Skills

### Level A

- Developed communication skills and ability to facilitate partnership activity.
- Good ICT Skills, including Microsoft Office and Teams
- Ability to work alone and as part of a team
- Ability to manage own work programme
- Ability to work under pressure, managing competing priorities
- Ability to develop new markets through diversification, attracting new traders with vibrancy.
- Well-developed research and data analysis skills.
- Ability to work alone, plan and organise time, meet targets and deadlines.
- Ability to supervise, line manage and motivate staff.
- Values diversity and actively committed to equality in service provision and employment
- Able to influence the views and behaviour of others through persuasion and encouragement.
- Ability to build and maintain supportive and empathetic relationships, securing peoples support and commitment
- Good problem solving skills
- Ability to spot and implement opportunities for improving and developing situations
- Self-motivated and enthusiastic with ability to display initiative, determination and commitment to deliver positive outputs.
- The post holder will have access and be able to drive a vehicle