

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Retail Development Manager - Markets and Pavements Centre	<b>JE NUMBER:</b> A13403
<b>DIRECTORATE:</b>	Leisure, Culture and Community Wellbeing	<b>BAND:</b> 10
<b>RESPONSIBLE TO:</b>	Town Centre Operations Manager	
<b>RESPONSIBLE FOR:</b>	Security Supervisor, Open Markets Supervisors, Market Hall Supervisor, Admin Officer	
<b>MAIN PURPOSE OF POST:</b>	<p>To manage and promote the Open Market, Market Hall and Pavements Shopping Centre in an efficient, safe and effective manner, ensuring both tenants, traders and customers satisfaction</p> <p>Assist in developing the town centre as a place to visit, work and enjoy. Help create a space that is welcoming, safe, fun and vibrant.</p> <p>Ensure all commercial opportunities are effectively realised</p>	

### DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Ensure the efficient, safe and effective operation of the Markets and Pavements Centre
2.	Act as the Premises Manager for the Market Hall and Pavements Centre, ensuring statutory compliance for building safety at all times, following laid down guidance and procedures
3.	Motivate and manage all staff to deliver a high quality service for the tenants, traders and customers. Act as a role model for delivery by injecting enthusiasm and energy to achieve results
4.	Proactively foster good working relationships with all stakeholders, both internally and externally, including Shopwatch, the Police, Facilities Maintenance, Environmental Health, Community Safety and the Town Centre Forum as examples
5.	Liaise with CBC's Property and Technical Services to ensure the Market Hall and Pavements Centre is maintained in a good state of repair and is safe for staff, tenants, traders, contractors and customers. Lead on the procurement of a wide range of high value equipment, contracts and supplies. Ensuring all sites and equipment are suitably managed to prevent loss or damage.
6.	Carry out Health and Safety Inspections at all sites in accordance with CBC policy and assist the Council's lettings team with viewings, marketing and maintenance of vacant units.
7.	Drive a performance culture within the council, allowing people space and authority to deliver their objectives. Champion development, talent and career management for all staff and make learning by doing a reality by encouraging and providing a range of development experiences
8.	Shape strategies and plans which help put into practice and support the Council's vision and long-term direction, including those shared with other regions

9.	Oversee the CCTV System ensuring the safety of the staff, customers and tenants. Ensuring that all CCTV data management including documentation, copies and storing of recordings, release of material to third parties, etc., complies with all relevant GDPR legislation, the Data Protection Act, the Information Commissioners Office CCTV Code of Practice and any other relevant legislation
10.	Liaise with the Town Centre Operations Manager to set and monitor budgets, undertake the raising of purchase orders and proactively monitor and manage all income and expenditure. Develop robust business cases, with fully costed options identifying clear policy advantages and/or return on investment to assist decision making
11.	Develop and manage a marketing strategy jointly with the Council's Marketing team, to raise the brand profile of the Markets and Pavements Shopping Centre through all social media platforms, advertising sites and other opportunities to attract customers and tenants to these facilities
12.	Understand and pro-actively react to retail trends through external research and engaging with retail associations and forums. Ensuring the Markets and Pavements Centre is seen as both attractive and competitive in the town centre retail offer
13.	Play a lead role in the future development of the town centre, Markets and Pavements Centre through collaborative working with the Economic Development team
14.	The role of Centre Manager will require some weekend, Bank Holiday and other un-social hours working expected. You will be required to be a keyholder for the Market Hall and Pavements Centre and deal with out of hours emergencies if required
15.	Any other duties which are equal or similar to your current grade and responsibility level

**GENERAL – To be aware of and implement the following:**

**Equalities** – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

**Code of Conduct** – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

**Health & safety** – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

**Staff Development** - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

**Data Protection** – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

**Safeguarding Children and Vulnerable Adults** - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

**Climate Change** – The council’s commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council’s Climate Change Strategy.

**SPECIAL FEATURES OF POST:**

Political Restriction	YES		NO	✓
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	✓	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	✓	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	✓	NO	

It is the council’s intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder’s obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

## PERSON SPECIFICATION

<b>JOB TITLE:</b>	Pavements Shopping Centre Manager	<b>JE NUMBER:</b>	A13403
<b>DIRECTORATE:</b>	Leisure, Culture and Community Wellbeing	<b>DATE:</b>	August 2022

<b>KNOWLEDGE / SKILLS / ABILITIES</b>		<b>Assessment Method</b>
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
<b>Essential</b>		
•	Relevant recent experience in senior retail management, Markets or similar discipline	Application Form
•	Ability to maintain strong working relationships with tenants, traders, contractors and other relevant stakeholders	Application Form
•	Budgetary management including rental income and service charge expenditure circa of £500,000	Application Form
•	Knowledge of risk management and relevant H&S legislation	Application Form
•	Relevant promotional and event management experience	Application Form
•	Experience of Premise Management and facilities maintenance	Application Form
•	Strong IT skills including knowledge of Word, Excel and Microsoft Office	Application Form
•	Ability to motivate and manage a large and diverse team	Application Form
<b>Desirable</b>		
•	Knowledge of CCTV legislation and Public Space Surveillance	Interview
•	Knowledge of the Security Industry (SIA qualification)	Interview
•	An understanding of how a Local Authority operates in relation to a commercial operation	Interview
•	Experience of managing a multi-site operation	Interview

<b>EXPERIENCE</b>		
<b>Essential</b>		
•	Previous management experience at a Shopping Centre or multiple retail site or a senior management level in a Markets Operation, town centre setting	Application Form
•	Customer focussed with a strong understanding of current and future retail, markets and shopping trends	Interview
•	Experience of managing a large team of people including recruitment, training, staff appraisals (through the PDR process), coaching and mentoring	Interview
<b>Desirable</b>		
•	Ability to further develop the brand and sense of place to promote and increase footfall	Interview
•	Knowledge of using social media and advertising to promote the business	Interview
•	Event organisation and management	Interview
<b>QUALIFICATIONS</b>		
<b>Essential</b>		
•	ILM Level 3 or equivalent in Management	Application Form Certificates
•	CIEH Level 3 or equivalent	Application Form Certificates
•	Risk Assessment Level 3	Application Form Certificates
<b>Desirable</b>		
•	SIA CCTV Public Space Surveillance	Application Form Certificates
•	IOSH Level 3	Application Form

		Certificates
•	COSHH qualification and an understanding of the safe use of chemicals etc	Application Form Certificates
<b>OTHER REQUIREMENTS</b>		
<b>Essential</b>		
•	To display the council's values and behaviours when carrying out the job role	Application Form Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form Interview
<b>COMPETENCY REQUIREMENT:</b>		
<b>Seeing the Big Picture</b>	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
<b>Level: 2</b>		
<b>Changing and Improving</b>	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of</p>	Interview
<b>Level: 2</b>		

	alternative delivery models including digital and partnership approaches wherever possible.	
<b>Making Effective Decisions</b>	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
<b>Level: 2</b>		
<b>Leading &amp; Communicating</b>	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
<b>Level: 2</b>		
<b>Collaborating and Partnering</b>	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
<b>Level: 2</b>		
<b>Developing self and others</b>	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
<b>Level: 2</b>		
<b>Delivering Value</b>	Delivering value for money involves the efficient, effective	Interview

<b>for Money</b>	<p>and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	
<b>Level: 2</b>		Interview
<b>Managing a Quality Service</b>	<p>Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services</p>	Interview
<b>Level: 2</b>		Interview
<b>Delivering at Pace</b>	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.</p> <p>For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
<b>Level: 2</b>		