

# BOROUGH MARKET

Market Manager – November 21

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<b>Job Description</b>	
<b>Job Title</b>	Market Manager
<b>Purpose of the job</b>	<p>The purpose of this role is to ensure and be accountable for the smooth running of the Market, without issues, on a daily basis across a seven day trading week. This is an on the ground role to both carry out required cleaning and maintenance tasks as well as being the first point of contact for any trader queries / issues, resolving them and only reporting them to the Head of Operations if something needs to be escalated.</p> <p>With the other Market Managers, ensure all cleaning tasks are completed in a safe and timely way and that minor repairs are carried out on the Borough Market property and equipment. Larger maintenance needs should be identified by this team and reported as soon as possible to the Head of Operations.</p> <p>This role shares responsibility for the management of the Market cleaning team, providing clear instructions and ensuring that all tasks are carried out in line with Borough Market’s health and safety policies and risk assessments and that staff working in the cleaning team are properly briefed and equipped to do their roles.</p>
<b>Reports to</b>	Interim Operations Manager
<b>Direct Reports</b>	Market Cleaners
<b>Key Internal/External Relationships</b>	<p><b>External</b></p> <ul style="list-style-type: none"><li>• Contractors</li><li>• Traders</li><li>• Market Visitors</li></ul> <p><b>Internal</b></p> <ul style="list-style-type: none"><li>• Interim Operations Director</li><li>• Head of Operations</li><li>• Interim Operations Manager</li><li>• Cleaning Team</li><li>• Security Team</li><li>• All Staff</li><li>• Board of Trustees</li></ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"><li>• Key point of contact for Market Cleaners and traders</li></ul>

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- Responsible for all aspects of cleaning and minor maintenance across the site, including assessing the Market's infrastructure and its suitability
  - Ensure that all task procedures adhere to the Market's health and safety policies and relevant daily / weekly / monthly documentation is fulfilled as needed and on time
  - Ensure that the cleaning team are always deployed correctly across the site to ensure all daily tasks are being completed efficiently and on time
  - Ensure all team members maximize their shifts, with breaks taken as appropriate for business needs and full shifts works at all times
  - Responsible for regular checks across the whole site to monitor standards of cleanliness to establish and implement ways to improve and meet the evolving cleaning requirements of the Market
  - Responsible for ensuring traders are adhering to the Borough Market Trader Regulations and always set up appropriately and safely
  - Deliver tasks on schedule for specific needs, such as a deep cleaning, making full use of quieter / closed times for some tasks as needed
  - Manage the day to day waste operation to ensure all equipment is fully working and operatives always channel waste into the correct recycling streams
  - Responsible for incident reporting as required
  - Carry out regular health and safety checks as needed – i.e. water testing
  - Carry out minor repairs as required – be responsible for identifying maintenance needs across the site to address in-house or via a contractor. Contribute to ongoing maintenance schedule ensuring no tasks are missed
  - Report any machinery faults and carry out checks as needed for all equipment to ensure it is operating safely and correctly
  - Make recommendations for new and improved ways of working as identified / required
  - Assist in the recruitment process for the Market cleaning team, as required from time to time by the Head of Operations
  - Appraise Market Cleaners
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- Make sure that overtime and casual worker timesheets are completed correctly at all times, meeting payroll deadlines and budgets
  - Ensure all contractors working on site are complying with the Market's rules and health & safety procedures and according to their own risk assessments
  - Attend training sessions as necessary to improve in the role and keep up to date with industry standards
  - Be on standby to provide support for special events delivery and exceptional days of trading, outside of the Market's regular hours
  - Carry out ad hoc tasks as required by line management
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<b>Person Specification</b>	
<b>Qualifications</b>	Health and Safety, COSHH, Manual Handling and any other relevant qualifications – these can be achieved in post
<b>Previous experience/sector</b>	Experience of managing a team and the tasks mentioned in a similar environment
<b>Technical Skills/Knowledge</b>	<p>Sound working knowledge of the UK Health and Safety legislation and Food Hygiene Act (training in post as required)</p> <p>Excellent verbal communication skills</p> <p>Ability to gain the immediate professional credibility and confidence of managers, employees, Trustees and external bodies</p> <p>A proactive and customer focussed approach delivered within a best practice framework</p> <p>Reliable, enthusiastic and ‘can do’ approach</p>
<b>Managerial/Leadership Skills</b>	<p>The ability to line manage and show exceptional leadership skills that build morale and motivate direct and indirect reports</p> <p>Good organisational skills with the ability to prioritise and to manage and meet deadlines</p>
<b>Motivation</b>	Commitment to the vision and values of Borough Market and contributing to its future
<b>Status of role</b>	Permanent, full time (45 hours across 5 days in 7 – 8 hours working, 1 hour lunch) with hours varying on a rolling rota basis including early start and late finishes. Additional hours may be needed for holiday and sickness cover which will be paid in overtime

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