

# Make It York

## Job Description: Shambles Market Operations 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

- Play a key role in the team that operates, maintains and develops the Shambles Market – a seven-day-a-week, year round business, as a resource and an attraction for residents and visitors alike.
- Develop relationships with traders and work in partnership with 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, social and cultural potential in line with City of York Council's objectives for the city.
- Develop and deliver sustainable policy, plans, procedures and practices to enhance the economic, social and cultural 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 high levels of 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 and traders' representatives to ensure effective marketing and promotion of the market.

# MakeItYork

## WORKING ENVIRONMENT

- This can be a challenging environment dealing with often conflicting demands and reconciling differing perspectives.
- 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 and city centre management is very desirable.  
A sound working knowledge of H&S issues as they relate to markets and outdoor events 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 licensing and trading standards regulations would be useful.
- Commitment to the delivery of high quality services with a knowledge of best market practice and a real desire to drive York Market to a position of dominance and superiority.

## 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](mailto:ccmrecruit@makeityork.com)

**Deadline: 17.00 Thursday 27 May 2021**

**Zoom interviews will be held: Thursday 3 June 2021**