



## 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:

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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:

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