
Your job

Job Title: Principal Venue Manager (Wigan Market)

Service: Town Centre & Markets

Grade: 12

Reporting to: Service Manager – Town Centre & Markets

Wigan Market at Fettle's is the new home of Wigan Market and the centrepiece of the town's regeneration. It is a market hall built for the way people use town centres now: independent traders and makers trading alongside the best of local street food, bars and a programme of events, open from the morning coffee run through to late evening trade on Thursday, Friday and Saturday.

The market sits at the heart of a wider destination "Fettle's" that includes neighbouring Council-owned assets, public spaces and commercial premises. The Principal Venue Manager will work closely with colleagues responsible for Makinson Arcade, Fettle's and wider town centre activity to ensure a coordinated approach to place management, customer experience and commercial success.

As Principal Venue Manager, you will provide the strategic and operational leadership for one of the borough's most significant public and commercial destinations. You will lead a multidisciplinary team, manage relationships with traders, operators, partners and stakeholders, and create the conditions for local businesses to thrive.

This role requires a visible and inspiring leader who can balance commercial awareness with public service values, drive innovation and continuous improvement, and take ownership of the venue's reputation, performance and future development.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

Accountable for the team leadership, commercial performance, financial management occupancy targets and overall success of the venue.

In the next 12 months, you will:

- Lead the successful establishment, mobilisation and ongoing operation of Wigan Market at Fettle's, embedding a strong customer-focused culture and high operational standards.
- Take ownership of the venue's performance: income against budget, occupancy, footfall and trading standards across the full week.
- Lead, develop and inspire the venue management team, ensuring effective workforce planning and resource deployment.
- Build genuine working relationships with traders and hold the independent bar and food operators to the standards set out in their agreements.
- Drive the events, marketing and activation programme, making sure the building always has something happening in it.

On an ongoing basis you will:

- Be accountable for venue income, expenditure, budgets, business planning and financial performance.
- Develop and implement the venue's annual business plan.
- Provide strategic advice to senior management and elected members on the future development of Wigan Market.

- Identify and deliver opportunities for commercial growth, increased occupancy and enhanced visitor experience.
- Ensure compliance with all relevant legislation, including health and safety, licensing, risk management and safeguarding requirements.
- Maintain a visible leadership presence, including at the busiest evening and weekend trading periods.
- Lead the investigation and resolution of complex complaints, operational issues and stakeholder concerns.
- Lead arrangements for tenant recruitment, retention and business support, ensuring a diverse and sustainable trading environment.
- Respond to Member enquiries, complaints and FOI requests received for Wigan Market.
- Develop and maintain effective partnerships with traders, businesses, regional organisations, cultural partners and Council services.
- Act as the Council's lead representative for Wigan Market, promoting the venue and protecting its reputation.
- Develop and maintain effective operational relationships with neighbouring Council-owned assets, including Makinson Arcade, Fettle's and associated town centre infrastructure, ensuring a coordinated approach to customer experience, security, events, operational resilience and place management.
- Prepare and present performance reports, business cases and strategic recommendations to senior managers, elected members and other stakeholders.
- Maintain productive working relationships with Asset Management, Building Safety, Environmental Health and other Council services to support the effective operation of the venue.
- Complete all relevant training courses commensurate to the position
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A relevant professional or academic qualification or demonstrable experience relevant to the job.
- A proven track record in providing senior operational leadership in a food hall, market, hospitality, leisure, events or multi-tenant retail environment.
- A track record of managing budgets and delivering against targets.
- Proven experience of leading, developing and motivating a venue management team.
- Excellent relationship-building skills; particularly with small independent businesses.
- Working knowledge of health and safety legislation and licensing requirements for operating a public building.
- Excellent communication and influencing skills, including presenting information to senior leaders and elected members.
- Ability to analyse performance information and translate insight into operational and strategic improvements.
- Flexibility to work evenings, weekends and bank holidays as the venue requires.
- Demonstrable financial awareness and business acumen.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”