

Your job

Job Title: Senior Venue Manager (Wigan Market)

Service: Town Centre & Markets

Grade: 10

Reporting to: Principal Venue Manager (Wigan Market)

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.

As Senior Venue Manager, you will be responsible for the day-to-day operational management of the venue and the leadership of the venue team. Working closely with the Principal Venue Manager, you will ensure that the building is safe, welcoming, well-managed and ready to deliver an outstanding experience for traders, businesses and visitors every day.

This role combines visible operational leadership with responsibility for managing staff performance, workforce planning, compliance and service delivery. Whilst you will regularly act as the senior manager on duty, your focus extends beyond individual shifts to ensuring the venue operates consistently and effectively over the longer term.

You will play a key role in developing the venue team, embedding high standards and creating a culture that reflects the ambition of one of the most important regeneration projects in the borough.

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:

Responsible for the operational management of the venue, including staff management, workforce planning, compliance monitoring and operational performance.

In the next 12 months, you will:

- Act as duty manager and keyholder: open and close the building, run the floor and set the tone for the shift.
- Support the successful opening and establishment of Wigan Market at Fettle's, helping to embed excellent customer service and operational practices.
- Assist the Principal Venue Manager to develop and inspire the venue team, setting the rota, building capability and creating a culture people want to work in.
- Manage workforce planning, staff deployment and rota arrangements to ensure appropriate operational cover across the venue.
- Be a first point of contact for traders and the independent operators, resolving what you can and escalating what you cannot.
- Supervise the floor, caretaking and cleaning team on shift, making sure standards hold all day.
- Support the Marketing & Events Manager in the delivery of events and activations, including set-up and reset.
- Manage incidents, first aid, security matters and health and safety on shift, calmly and correctly.

On an ongoing basis you will:

- Deputise for the Principal Venue Manager and assume responsibility for venue operations when required.
- Assist the Principal Venue Manager to manage health and safety, licensing and compliance across the building.
- Be visible and present, including at the busiest evening and weekend trading periods, and act as senior keyholder.
- Assist the Principal Venue Manager to Respond to Member enquiries, complaints and FOI requests received for Wigan Market.
- Liaise with the Council's Asset Management Team regarding tenant operational matters, leases, licences and market regulations.
- 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 role.
- A proven track record in providing Supervisory or duty management experience in a busy customer-facing environment such as hospitality, retail, leisure or events.
- Experience of directly managing staff, including performance management, supervision, coaching and development.
- The ability to stay calm, make decisions and take charge when something goes wrong.
- Strong interpersonal skills with both the team you supervise and the businesses you work alongside.
- Awareness of health and safety legislation and licensing requirements for operating a public building.
- Confident communication with a wide range of people, from market traders to senior officers and the public.

- Flexibility to work evenings, weekends and bank holidays as the venue requires.
- A hands-on approach: as happy clearing a table or unlocking a door as running a shift.

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. ”