
Your job

Job Title: Commercial Performance Officer (Town Centre & Markets)

Service: Town Centre & Markets

Grade: 7

Reporting to: Senior Asset Manager (Town Centre & Markets)

Wigan's Markets and Makinson Arcade all play a vital role in supporting local enterprise, community engagement, and town centre vitality. As Commercial Performance Manager (Town Centre & Markets) you will act as the central business support function for Wigan Markets and Makinson Arcade, coordinating tenancy administration, financial processes, performance reporting and governance arrangements.

Working closely with colleagues in Finance, Legal and Asset Management, the postholder will oversee tenancy management and performance reporting, ensuring the markets operate efficiently, sustainably and in accordance with Council requirements. The role will support the continued commercial success of the borough's markets and Makinson Arcade, whilst maintaining excellent service standards for traders, partners and visitors.

Above all, you will share our commitment to Wigan Council's mission of making all our towns and neighbourhoods flourish for those who live and work in them.

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:

Coordinate tenancy administration and commercial records for Makinson Arcade and the Council's markets portfolio.

In the next 12 months, you will:

- Implement and maintain effective management of market tenancy agreements through the Council's Concerto estate management system.
- Monitor trader sales for those operating under turnover based leases, ensuring accurate billing, compliance and timely follow up.
- Administer Market Rights enquiries, permissions and enforcement processes.
- Process car boot sale applications, ensuring compliance with policy, market rights and local regulations.
- Line manage and support a part-time Town Centre Assistant (Markets), ensuring effective delivery of administrative functions and service priorities.
- Deputise as appropriate for the Senior Asset Manager (Town Centre & Markets).

On an ongoing basis you will:

- Produce accurate and timely responses to FOI requests, Member enquiries, complaints and other market-related information requests, ensuring compliance with legislation and corporate standards.
- Analyse and report on market performance indicators, including footfall, occupancy, arrears, income performance and trader churn, providing insight to support operational and strategic decision-making.

- Support budget monitoring and commercial decision-making through the provision of accurate financial, occupancy and performance information.
- Coordinate annual occupancy, income and performance reporting processes for the Markets and Makinson Arcade portfolio.
- Liaise with other council services including regulatory services, insurance section and business rates relating to all market matters.
- Keep up to date with best practise in data management, business intelligence and the application of AI-enabled analytical tools to improve service delivery.
- 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:

- Experience in an information management, financial, administrative or governance focused role.
- Experience of working with legal professionals, surveyors and property-related documentation, including leases, licences or tenancy agreements.
- Experience of supervising and supporting a member of staff, including work allocation, performance management and training requirements.
- Demonstrates a strong understanding of information governance, FOI legislation and complaint handling procedures.
- Ability to analyse data, produce KPI reports and interpret performance trends.
- Effective communication skills, both written and verbal, with the ability to produce clear, accurate and professional responses.
- Competent in digital systems, data management and Microsoft Office applications.
- Strong organisational and problem-solving skills, with excellent attention to detail and the ability to manage competing priorities.
- Resilient, adaptable and able to work across multiple sites.

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. ”