
Your job

Job Title: Duty Venue Manager (Wigan Market)

Service: Town Centre & Markets

Grade: 8

Reporting to: Senior 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 Duty Venue Manager, you will be responsible for the safe and effective operation of the venue during your allocated shifts. Acting as the senior person on duty, you will ensure that the building is welcoming, well-presented and operating smoothly for traders, customers and visitors.

This is a hands-on leadership role where no two shifts are the same. You may be supporting a busy lunchtime trading period, overseeing an evening event, responding to an operational issue or helping traders and customers resolve problems. You will lead by example, support colleagues and make operational decisions to maintain service standards and customer experience.

Working closely with the Senior Venue Manager and Principal Venue Manager, you will play an important role in ensuring the venue delivers a safe, vibrant and successful environment for everyone who uses it.

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 during allocated shifts and for supervising staff on duty. Accountable for responding to incidents, maintaining service standards and ensuring safe venue operation within established procedures.

In the next 12 months, you will:

- Provide senior duty cover across the trading week, including some evenings and weekends, and fill gaps in the rota as they arise.
- Support the successful opening and establishment of Wigan Market at Fettle's, helping to embed excellent customer service and operational practices.
- Be a point of contact for traders and the independent operators, resolving what you can and escalating what you cannot.
- Supervise the floor and hospitality team on shift, keeping standards and pace where they need to be.
- Support the Marketing & Events Manager in the delivery of events and activations, including set-up and reset.
- Develop knowledge of venue procedures, health and safety requirements and emergency arrangements.

On an ongoing basis you will:

- Deputise for the Senior Venue Manager when required.

- Lead, support and coordinate Hospitality Assistants and other operational staff on duty, ensuring high standards of customer service, presentation and visitor experience are maintained throughout each shift.
- Be visible and present, including at the busiest evening and weekend trading periods, and act as keyholder.
- Respond to customer enquiries, complaints and service requests, resolving issues wherever possible.
- Support traders and operators with day-to-day operational matters and escalate issues where appropriate.
- Manage incidents, emergencies and security matters in line with venue procedures.
- Hand over clearly to the management team so nothing is lost between shifts.
- Escalate significant operational, staffing or compliance issues to the Senior Venue Manager.
- 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:

- Demonstrable experience in a customer-facing environment such as hospitality, leisure, retail, markets or events.
- Experience of supervising staff, coordinating teams or undertaking duty management responsibilities.
- 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 facing environment.
- Experience of dealing with customers and resolving service issues effectively.

- Ability to respond appropriately to incidents, emergencies and unexpected situations.
- 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. ”