

# wise foundation

## Job description – Mulgrave Markets Manager

<b>Location</b>	<b>28 Thistlethwaite Street, South Melbourne Mulgrave Market – Corner of Wellington and Jacksons Road</b>
<b>Reporting to</b>	<b>Wise Foundation General Manager</b>
<b>Title</b>	<b>Mulgrave Markets Manager</b>
<b>Reporting staff</b>	<b>Mulgrave Makers Market Manager, Mulgrave Farmers Market casual employee/s and Market Contractors</b>
<b>Remuneration</b>	<b>Part time – 25 hours per week</b>

### Market Manager Role:

To ensure Wise Foundation achieves its strategic objectives by efficiently and effectively managing, promoting and developing the Markets by ensuring the smooth operation of the MFM weekly Sunday Market and associated activities (Makers \Rummage Markets\Workshops)

### **POSITION OBJECTIVES:**

1. Ensure that the Market operates safely, efficiently, effectively and within all relevant organisational parameters every Sunday.
2. Ensure that Mulgrave Markets complies with all relevant legislation.
3. Directly contribute to achieving the strategic objectives and outcomes of the WF.
4. Advise, report to and support the General Manager of WF.
5. Develop the organisation with initiatives and processes to enhance the performance of the Mulgrave Markets and increase its attractiveness to customers and stallholders.
6. Raise WF profile and sustainable market position, in collaboration with the WF, the media and relevant industry groups.

### **KEY RESPONSIBILITIES**

1. Manage the weekly Market within all relevant organisational parameters, including but not limited to the purpose of the WF, the Board, Strategic Plans, relevant legislation, policies and any service (and funding) agreements. Ensure MFM complies with all relevant legislation and Australian standards (including but not limited to; various Tax Acts, Industrial & Employee Relations Act 2 (1994), OHS&W Act (1986), Disability Discrimination Act (1993) and Privacy Act (2001)).
2. Fulfil the duty of "Responsible Officer" under the OHS&W Act 1986, Workers Rehabilitation and Compensation Act 1986, and Equal Opportunity Act 1984.
3. Implement operational resolutions, provide timely and valuable information and advice to the WF Board and report to the General Manager in a timely manner on any matters that warrant their attention. Such matters include but are not limited to:
  - Marketing, communications, media liaison and business development
  - Safety and welfare
  - Policy implementation
  - Stallholder and customer needs, service levels and satisfaction
  - Develop and report on progressive performance against the Strategic and Operational Plan

- Legislative requirements
- Insurance (eg. public liability insurance)
- Major risks
- Conflict of interest (potential and actual)
- Information management issues and audits
- Staffing coordination

4. Coordinate the safe and efficient operation of the market including:

- Market set-up and dismantling
- Management of rostered staff
- Stallholder and customer liaison/enquiries
- Production of site maps
- Traffic co-ordination
- Policy enforcement and complaint handling
- Ensure the collection, receipt and recording of all market day monies in accordance with internal control procedures.
- Publicise and promote the Market to vendors and the public, via local and State media advertising, promotion at each market day, individual encouragement for potential stallholder participation and the production and distribution of promotional material (eg. signs, brochures, posters, business cards, etc.) as in line with the marketing plan and budget.
- Assist in the development of an annual calendar of events and its execution.
- Assist with the development of fundraising activities, with a special focus on increasing awareness of the WF.
- Conduct quarterly stallholder meetings to assess stallholder satisfaction, ideas for improvement, to instil a sense of cooperation, (Market) community building and to disseminate pertinent information relevant to operational activities.
- Maintain complete records of market activities including individual stallholder files in accordance with established systems.

5. Assist the General Manager and the Social Enterprise Manager in the operations of Buffed and the Barista Program.

#### **PERFORMANCE MEASURES - EXAMPLES ONLY**

- Market operation including atmosphere, service and efficiency.
- Working within financial limitations and towards positive financial contribution to WF.
- Stakeholder service and satisfaction.
- Managing and mitigating risk.
- Effective administration (information management, compliance with legislation, office systems, etc.) and OHS&W procedures.
- Progress towards achievement of Strategic and Operational objectives
- The quality of advice to, and support of the WF Director.
- The timely and effective implementation of Board recommendations.
- Communication practices (extent to which timely, clear, comprehensive, accurate and two way communication occurs internally and externally)

#### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Strong oral and written communication skills, with good ability to relate to all people.
2. Prior people management experience
3. Knowledge of or ability to acquire knowledge of the current operations of the Foundation.

4. Understanding of the ethos and vision of the Wise Foundation
5. Understanding of the current directions in philanthropy and a strong desire to assist in fostering the development of a stronger community.
6. Ability to assist in the development of marketing and promotional plans.
7. Good organisation and administration skills.
8. Self-starter with excellent time management skills.
9. Significant working knowledge of IT programs that can be used to create excellent reports and documents for stakeholders.
10. Enthusiastic and friendly.
11. Able to work autonomously