



## **Job Description – Market Operations Manager Harrison and Hetherington Ltd**

**Job Title: Market Operations Manager**

**Reporting to: Managing Director (Harrison & Hetherington)**

### **Overall Job Purpose:**

To oversee the operations of Borderway site to provide a safe and effective working environment for all employees, workers, customers and other stakeholders.

### **Job Description**

#### **Primary Accountabilities:**

1. To manage the yard team regarding the allocation of tasks, management of performance, maintenance of discipline and providing as required a first line of contact regarding personal or operational queries.
2. To ensure that Harrison and Hetherington Limited improves its market share through proper business dealings and excellent customer service.
3. On a day-to-day basis to manage the 'public face' of the operation at the mart, in line with H&H values, strategies and policies.
4. To ensure compliance with all environmental and animal welfare legislation.
5. To ensure compliance with Health and Safety legislation, and H&H Health and Safety policies in relation to the yard team and any employees or customers operating in the Borderway mart premises.
6. To monitor and measure levels of customer service and staff satisfaction in order to maintain or consider methods of improving current standards.
7. To maintain current knowledge with regard to industry compliance and to ensure that all information received from outside agencies and relevant to the effective running of the sites is distributed and understood by staff.
8. To supervise the following:
  - Assisting customers with the receipt and penning of livestock for sale.
  - Assisting with the movement of livestock between pens and rings during sales
  - Assisting customers with the loading of livestock following sales
  - Providing advice and support to the customers of Harrison & Hetherington as required and to ensure that customer contact improves the public perception of the company.
  - Ensuring the welfare of livestock in terms of food, water and bedding whilst maintained on H&H sites
  - Ensuring the cleanliness and maintenance of farmstock property prior and post sales.
  - Liaising with appointed auctioneers in order to resolve post-sale queries.



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- Ensuring that all information required by relevant departments during sales is communicated by timely and appropriate means.
- Attending off-site sales and providing driving and handling duties as required.
- 9. Assisting, if required, the teams at the satellite sites of Harrison & Hetherington Limited.
- 10. Improving the public perception of the company by attendance, as required, at agricultural shows.
- 11. Monitoring and maintaining the stock levels of consumables required for the effective operation of the yard.
- 12. To liaise with the Facilities Manager regarding agreed maintenance works at the Borderway mart site as required during the year.
- 13. To manage the company owned land including land maintenance and the care and husbandry of any livestock maintained thereon.

### **Secondary Accountabilities:**

1. To carry out other ad hoc duties that the employer determines fall within the job-holders capabilities.