

HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: Market Officer
TEAM: Market and Events
GRADE: 3
SERVICE AREA: Economy and Business
RESPONSIBLE TO: Market and Events Manager
RESPONSIBLE FOR: None

VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. 2 week shift pattern including regular Saturdays, Sundays and some Bank Holidays. 38.5hrs week one and three and 34 hrs week two and four. Shift patterns are subject to review and may be changed with reasonable notice.
3. Additional event day and holiday cover is a requirement of this post
4. A basic level Disclosure and Barring Service (DBS) check is a requirement of this post.

DATE REVIEWED: April 2022

JOB PURPOSE: To be responsible for the day to day operation and administration of Harborough Indoor Market, Harborough Town Square and any other Speciality Markets or Events within the District as directed by Harborough District Council.

PRINCIPAL RESPONSIBILITIES:

1. To be responsible for day to day supervision of approx. 100 traders per week across two market sites, involving meet and greet, display advice, set up assistance, resolving power issues, directing vehicles, administering daily layouts including reactive layouts for the Farmers Market, under the supervision of the Market and Events Manager.
2. To collect daily and weekly rental fees, undertake daily reconciliations, ensure monies are received and banked promptly and populate weekly ledger.
3. To collate trader information and documentation to provide up to date records and ensure legislative and market regulations are adhered to using established guidelines to monitor compliance.

4. To assist the Market and Events Manager with co-ordinating projects, internal market events, external markets and festivals and events, providing administrative and operational support. Co-ordinating assigned deadline sensitive small events with the support of the market manager eg Community Day, Halloween fancy dress competition.
5. To deal with written correspondence, telephone enquiries and queries in person from members of the public and traders. To resolve issues and complaints raised by customers or traders, including disputes between traders, escalating any disputes that cannot be resolved to the Market and Events Manager.
6. To perform daily and weekly fire safety, health and safety and cleaning checks.
7. To report any maintenance issues and liaise with contractors, ensuring prompt resolution to a satisfactory standard.
8. To act as a key holder to ensure the market is locked/unlocked at necessary times and provide day to day security presence to achieve a safe trading and retail environment for traders and members of the public.
9. To provide day to day administrative support to the Market and Events Manager.
10. To undertake daily social media posts on Twitter, Facebook and Instagram and to update the market website under the supervision of the Market and Events Manager.
11. To present a smart, clean and polite image to customers and to wear the Council provided uniform correctly, at all times. The post holder will be expected to keep the uniform in good condition and be responsible for its laundering and cleaning.
12. To uphold and display the HDC behaviour competency framework to at least level 1.
13. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.

OTHER

1. As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.
2. The nature of the post requires the post holder to work outdoors, in all weathers from time to time.
3. The nature of the post involves daily lifting and carrying and a variety of cleaning and/or maintenance tasks.

4. The post holder will be provided with a shared mobile phone for business use only and will be required to carry it at all times whilst at work. Out of hours contact numbers will be required to be supplied as part of the lone worker policy.

Health and Safety

- To be familiar with and at all times comply with
 - the Council's general health and safety policy,
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
- To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
- To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
- To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION

JOB TITLE: Market and Events Manager					
TEAM: Market and Events		GRADE: 3	ALLOWANCE: N/A	PERMANENT Yes	WEEKLY HOURS: Average 37 hours (variable shift pattern)
CRITERIA: (necessary for safe & effective performance)	ESSENTIAL REQUIREMENTS: (A clear definition of the necessary criteria)		Assessment	ADDITIONAL/USEFUL REQUIREMENTS: (Where available, elements that contribute to improved/immediate performance in the job)	Assessment
Qualifications	<ul style="list-style-type: none"> GCSE English and Mathematics Grade C / 4 or equivalent or able to demonstrate equivalent aptitude Willingness to undertake relevant training including, but not limited to, First Aid and Fire Safety training 		A/E I	<ul style="list-style-type: none"> Formal training in customer services Certified First Aider and / or Fire Safety training 	A/E A/E
Experience	<ul style="list-style-type: none"> Experience of working with members of the public in a customer facing role Experience of dealing with difficult people and challenging situations Experience of producing written communication for a range of audiences 		A/I A/I A/I/T	<ul style="list-style-type: none"> Experience of working in a market or retail or operational environment* Experience of event management Experience in collecting, reconciling and banking cash* Experience of managing work social media accounts 	A/I A/I A/I
Knowledge	<ul style="list-style-type: none"> Knowledge of MS Office suite Basic understanding of social media 		A/I/T I	<ul style="list-style-type: none"> Knowledge of market regulations, health and safety requirements, and food safety in relation to the management of markets* Knowledge of social media content administration. 	A/I A/I

			<ul style="list-style-type: none">Knowledge of web content management	A/I	
Skills	<ul style="list-style-type: none">Able to manage short and long term workloads and make appropriate adjustments when required to achieve objectives within deadlinesPractically minded and able to carry out daily market set up and layout changesAbility to understand and interpret regulationsExcellent interpersonal and verbal communication skillsProblem solving skills - accountable for finding and agreeing solutionsIntermediate ICT skillsAbility to work on own initiative and without supervisionAbility to work in close co-operation with team colleagues within the Market Team and across the CouncilAble to remain calm, confident, diplomatic and emotionally resilient in circumstances that can be hostile on occasionAbility to demonstrate assertiveness as needed	I I A/I A/I I A/I A/I I A/I A/I			
Other	<ul style="list-style-type: none">Able and willing to work in all weathersCapable of manually lifting and carrying tables, chairs, market gazebos and any other equipment as required on a daily basisAbility and willingness to undertake relevant on the job and formal trainingFlexibility to work outside the usual rota, unsocial hours, and Saturdays, Sundays and Bank Holidays with notice	I I I I			
Assessment Legend:		A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)

*In circumstances where the desirable criteria are used during shortlisting, those criteria marked with an asterisk will be prioritised.