

Job Description

Service:	Market Service
Job title:	Markets Assistant
Grade:	Grade C
Hours of work:	37 Hours per week split over 4 days (Monday, Wednesday, Friday and Saturday)
Responsible to:	Markets Manager
Responsible for:	0
Direct reports:	0

Purpose of Post:

To assist with a variety of tasks relating to the Councils Market service to ensure successful and safe day to day operation of the markets within St Neots & Huntingdon & St Ives as a representative of the Council and a primary on-site point of contact for both market traders and members of the public.

Key Deliverables:

To be a representative of the Council in a safe and professional manner in accordance with safe working practices, risk assessments and site-specific rules to deliver successful markets service undertaking the following:

- Communicating with customers, staff and members of the public in a polite manner placing the highest possible emphasis on customer care and encourage customer involvement and feedback. This post will require posting to Social media via a Council operated account
- Supervising the day-to-day operation of the Councils markets including handling of enquiries from market traders and member of the public throughout market days.
- Deputising for the Markets Manager on a regular basis and supervising the setup and close of the market ensuring safety practice is observed.
- Complete the attendance registers and ensure traders documentation is valid and up to date.
- Assist in closing off of the market area for safe operation of the markets.
- Recording & reporting any trader infringements of the market rules to the Markets Manager.

Completing inspections for each market as part of the market setup to ensure safety measures in place.

Knowledge and Qualifications	Required: • Mathematics and English GCSE grade C or above (or equivalent). • Manual Car Driving license. Desirable: • Knowledge of social media • First Aid Knowledge* • IOSH Supervising Safely • Knowledge of Streetworks – signing, lighting & guarding* *Training provided to successful candidate(s) who will be expected to complete as part of probation.
Experience	Required: • Experience of dealing with customers in a face-to-face environment. • Developing good working relationships with groups, organisations and customers. Desirable: • Use of social media for work purposes. • Keeping accurate and up to date records. • Working in an enforcement role. • Working outdoors in an unsupervised setting Working within a customer service/public facing environment or events/hospitality industry.
Skills and Abilities	Required: • Good communication skills – written and verbal. • Ability to work effectively with minimal supervision both alone and as part of a team. • Ability to use a smart device for undertaking safety inspections and social media posting (e.g. using applications on a smartphone). • Ability to deal with people in stressful and challenging situations and to remain calm under pressure. • Ability to patrol and undertake inspections of the market area and setup the equipment used for markets operation. • Ability to use the Microsoft Office package (Outlook, Word, and basic Excel skills) • Ability to communicate effectively with a wide range of individuals. • Ability to develop and maintain relationships with other groups and organisations. • Ability to respond to problems as they arise.

Decision Making and Impact on Others	• The post will be required to make onsite judgement regarding trader and public enquires and complaints including escalation to the markets manager when appropriate. • The post will be required to make decisions based on information presented and to adapt their approach to individual circumstances • The post will be required to give advice and will be expected to make decisions that will impact others. • Ability to assess the environment to determine if there is a risk to the Health & Safety of the public & staff.
Communication with Internal and External Customers	To include, but not limited to: External: • Stakeholders - organisations & members of the public who are service users e.g.: ○ Huntingdon & St Neots Town Council's ○ Huntingdon BID and HBAC ○ Cambridgeshire County Highways Internal: • Operational Services: other frontline staff working within the town centre environments • Customer Service: where enquiries are received from the public • Other: all other departments where a collaborative approach is required Contact: • Internal customer contact 15% • External customer contact 85%
Personal Attributes and Other Requirements	Required: • Able to work to own initiative to prioritise tasks on a daily basis. • Strong and adaptable communication styles. • Able to work as part of a team and support colleagues in fairly allocating tasks. • Able to remain calm under pressure to manage a situation when faced with conflict • Able to demonstrate confidence and be assertive.
HDC values	Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.

	Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.