**Redditch Borough Council**

**Job Description and Person Specification**

**Job Title:** Market Operative

**Directorate:** Regeneration and Property Services

**Responsible to:** Senior Market Operative

**Responsible for:** N/A

**Job Purpose**

1. To assist the Senior Market Operative in the setting up, dismantling, managing and maintenance of Redditch Outdoor Market.
2. To assume responsibility for the activities outlined within the Main Duties & Responsibilities and ensure they are delivered in line with the Councils’ policies and objectives.

**Main Duties and Responsibilities**

To assist the service in providing strong, effective and cohesive service delivery through:

1. The setting up and dismantling of market infrastructure in a safe and efficient manner in accordance with current operating procedures and method statements.
2. Assisting in the maintenance and storing of all market infrastructure, accessories and tools.
3. Responsible for the vehicle on which the infrastructure, accessories and tools are stored and transported to site with.
4. Dealing with the general public and ensuring their requirements are met.
5. To attend to traders reasonable requests and needs.
6. To ensure that the Redditch outdoor market trading areas are left clean and free of obstructions after trading.
7. To carry out any other duties and responsibilities within the scope of the post this may be allocated from time to time by the Senior Market Operative.
8. To undertake all relevant training as and when required.

**General Duties**

* To ensure efficiency, effectiveness and equality in service delivery.
* To exercise complete integrity and respect of confidential matters and personal information obtained during the execution of the duties of this post.
* This job includes duties that may require a substantial amount of physical effort and mobility on a frequent basis which may involve working in inclement weather.
* To meet the needs of the service, the ability to undertake the full range of duties for the contracted hours will be required.
* To reflect the Council’s core values and objectives in undertaking the duties of this post.
* To provide outstanding customer services to all customers, colleagues, elected Members etc in line with the **“Every Customer, Every Time – Everybody Matters”** strategy. In particular by building trust, taking responsibility and assuming ownership of issues, actively listening, communicating with empathy and being flexible and adaptable to meet the needs of others.
* To understand and comply with the legal requirements of the Health and Safety at Work, etc. Act 1974 and any other relevant regulations as detailed in the Council’s Health and Safety Policy Statement and taking reasonable care and precautions for the safety of yourself and others.
* To carry out duties and responsibilities under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.
* To undertake such other reasonable duties as may be requested.

**Person Specification**

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

1 – Application form

2 – Interview

3 – Exercise (eg psychometric, case study, presentation etc)

4 – Evidence (eg certificate, membership card, course registration etc)

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|  |  | **Essential / Desirable** | **To Be Assessed By** |
| **Qualifications** |
| 1. | General education. | E1 | 1,2 |
| 2. | Customer Care training. | D1 | 1,2 |
| 3. | Manual Handling training. | D2 | 1,2 |
| **Experience** |
| 1. | Working within a team. | E2 | 1,2 |
| 2. | Working in a customer focused environment in dealing with Market traders and the public. | E3 | 1,2 |
| 3. | Relevant market experience. | D3 | 1,2 |
| **Knowledge and Skills** |
| 1. | Communication skills. | E4 | 1,2 |
| 2. | Organisation skills. | D4  | 1,2 |
| 3. | Team Building skills. | D5 | 1,2 |
| 4. | Lifting and handling skills. | D6 | 1,2 |
| 5. | Practical applications. | D7 | 1,2 |
| **Special Requirements** |
| 1. | Confident and customer focussed. | E5 | 1,2 |
| 2. | Able to use own initiative. | D8 | 1,2 |
| 3. | Able to undertake flexible working. | E6 | 1,2 |