

Lancaster City Council - Job Description & Person Specification

Job Title:	Market Assistant	Grade:	GG56	Job Code:	LCC295
Service/Team:	Sustainable Growth / Markets/ Building Cleaning Team	Role Type:	Fixed	Reports to: *Title & LCC Code	Market Supervisor
Line Managers: *Title/s & LCC Code	n/a				

Job Overview

To assist in the day to day running of the markets including Festival Market, Morecambe and The Assembly Room and Lancaster Charter Market, Lancaster. Market Assistants will be expected to work at all markets as and when required.

Direct Responsibilities

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- To be responsible for the opening and secure closing of the building at appropriate times of the as directed by the Market Supervisor.
- To maintain security of the Markets and act as key holder (possibility of undertaking standby duties).
- To assist with the administration of the Markets including the operation of Council policies and carrying out of minor clerical duties and to provide office cover as and when required.
- To undertake and keep accurate records of regulatory and non regulatory checks at scheduled times reporting any defects via a repair request.
- Patrolling the market floor, monitoring H & S Hazards for staff, traders, customers with reactive removal or prevention whilst being a presence within the trading area of the Markets.
- To develop and maintain good working relationships with market traders and committees to ensure effective communication is maintained, in particular being first line of enquiry on behalf of the Market Supervisor.
- To assist with the efficient, safe and economical operation of the building, its alarms and security systems and to assist in initiating external repairs through the appropriate corporate channels and or carry out minor maintenance tasks in house when required.
- To monitor and maintain the market refuse area and to guide support traders where necessary. Operating compactor/cleaning machines as required and distribution of waste bags and collection of waste at the end of each trading day.
- Distribute waste bags and refill/ stock take washroom consumables & other consumables.
- To provide basic first aid cover as and when required, training will be arranged if necessary.
- To collect rent and input data electronically when covering at the Charter Market.
- The post holder must also undertake other duties, appropriate to the grading of the post, as required.
- To assist in ensuring measures are taken to deter vandalism and anti-social behaviour including liaising with PCSO's on community radio.
- Responding to and diffusing challenging interactions with traders and the general public.

Primary Measurable Objectives

- Look for opportunities to improve processes that lead to reduced costs, time and increased accuracy at work.
- Collaborate with individual team members to establish a path to get yours and other's tasks done more efficiently.

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Staff Management Responsibilities
Not applicable

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training		5 GCSEs grade 4 or above (A-C) including English and Maths.	App Form, Interview, Certificate
Experience	Experience in a customer service environment.	Experience in using PDQ card payment machine and financial reconciliation	App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Attention to detail</p> <p>Great communication skills, written and verbal.</p> <p>Knowledge of personal workplace Health and Safety</p>	Basic maintenance skills, e.g ability to change a light bulb, use hand tools. Take electric reading and make accurate calculations	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	<p>Excellent interpersonal skills to deal tactfully but confidently with market traders and members of the public.</p> <p>Ability to use initiative and work with minimum supervision alone and part of a team.</p> <p>Comfortable with working on a PC and /or laptop, tablet, phone.</p>		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	