

Assistant Market Officer – Grade 4

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

There are a number of markets within the Kirklees District, including farmers markets and a range of themed markets and events. The markets are operated over 362 days per year.

Working on a rota basis as an Assistant Market Officer you will carry out general market cleaning, sweeping, waste disposal and maintenance tasks within a market environment, both indoors and outdoors in all weather.

This role is based within the Economy and Infrastructure Service. Find out more about [working for Kirklees](#).

The Job

This role is a front line customer service role, and requires excellent customer care ensuring that traders and users of Kirklees markets have the best possible environment.

The role is physically demanding. Duties include keeping the markets clean and tidy, carrying out basic repairs, and ensuring that stalls are erected in a timely and efficient manner whilst observing Health and Safety practices at all times.

There is a buildings security element to the role involving unlocking and locking buildings, and de-activation and activating alarms.

The role involves direct liaison with customers, collecting cashless payments using a hand held device, distributing information to traders and collecting trader information.

There is a requirement to travel to various locations across Kirklees, using council vehicles and towing trailers containing market stalls or other equipment.

Job Checklist

- Buildings and facilities are monitored and defects reported through agreed procedures.
- The markets are kept clean and tidy.
- The market stalls are prepared for the arrival of traders.
- Security checks are undertaken on buildings and facilities.
- Basic repairs are carried out promptly to a high standard.
- High standards of customer care delivered to traders and service users.
- Effective face to face communication with traders and service users.
- Proactive recycling to support the Council's Environment Policy.
- Prepare for and support market events through team working.
- Rental monies are collected via chip and pin machines and online systems.
- Sub meter electric data is recorded and processed accurately for billing.
- Collection of trader information in relation to finance, bookings and other market requirements.

Please see your responsibilities related to [safeguarding](#)

The Person

We need our employees to be driven to achieve the best; to be team focused hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work. Understanding the positive contribution clean and well maintained markets have on our communities, you will take pride in your work and will work hard to make sure that our markets are well presented and as attractive as possible.

You will understand that doing the job safely is paramount and will always consider risk and comply with measures to minimise risk. You will be keen to share your experience with new or less experienced members of the team. You will have an awareness of the environmental impact of waste management and carry out proactive recycling throughout the working day.

Our customers are varied and you will need to support the achievement of customer focused services, highlighting any problems to management. You will understand the importance of being a positive representative of the council; your interaction with members of the public and colleagues must reflect this.

With a flexible approach you will be working outdoors in all weathers and will recognise that not all work environments will be pleasant. The right behaviours and attitudes are as important to us as the skills you bring to the job.

We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. Please read our [Behaviours and Expectations](#).

Person Checklist

- Ability to undertake tasks which are physically demanding, including erecting market stalls, operating machinery, lifting, carrying, pulling or pushing items of heavy weight.
- Willing to undertake tasks with considerable exposure to disagreeable, unpleasant or hazardous environmental demands for example cleaning public toilets.
- Ability to carry out basic maintenance tasks, i.e. repair or replace locks, door handles, lightbulbs, tubes, plugs and fuses.
- Understanding of cashless payments and using hand held technology.
- Understanding of security systems and procedures.
- Ability to travel between different locations.
- Willingness to work on a rota basis with the requirement to be flexible.
- Must have Current full driving licence and willingness to undertake a Kirklees Driving Test.
- Is prepared to undertake training when required and in a timely manner.
- Is self-motivated keeping up to date with current Health and Safety legislation, COSHH etc.
- Is aware of the requirement to wear correct PPE at all times in line with market policy.
- Willing to undertake a standard medical screening and any other medical screening as determined by the Occupational Health Unit appropriate to occupational risk.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate using examples in your application that you meet the points on the Person Checklist.