

Market Officer – Grade 6

Job purpose

The Markets Service is part of the Investment and Regeneration Service. There are several major and smaller 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.

You will be required to undertake a variety of business support duties including administrative, financial and customer liaison as part of your role.

You will be required to support the co-ordination of the events programme for the markets including preparation and distribution of information and liaison with traders.

You will be required to ensure the highest levels of customer service are experienced by traders and users of the market through effective management of day to day market activities and excellent communication and liaison skills.

You will be responsible for the security of market premises and for health and safety issues.

You will be responsible for the collection of rental monies at all Kirklees markets and you will be required to work within the Council's financial procedures.

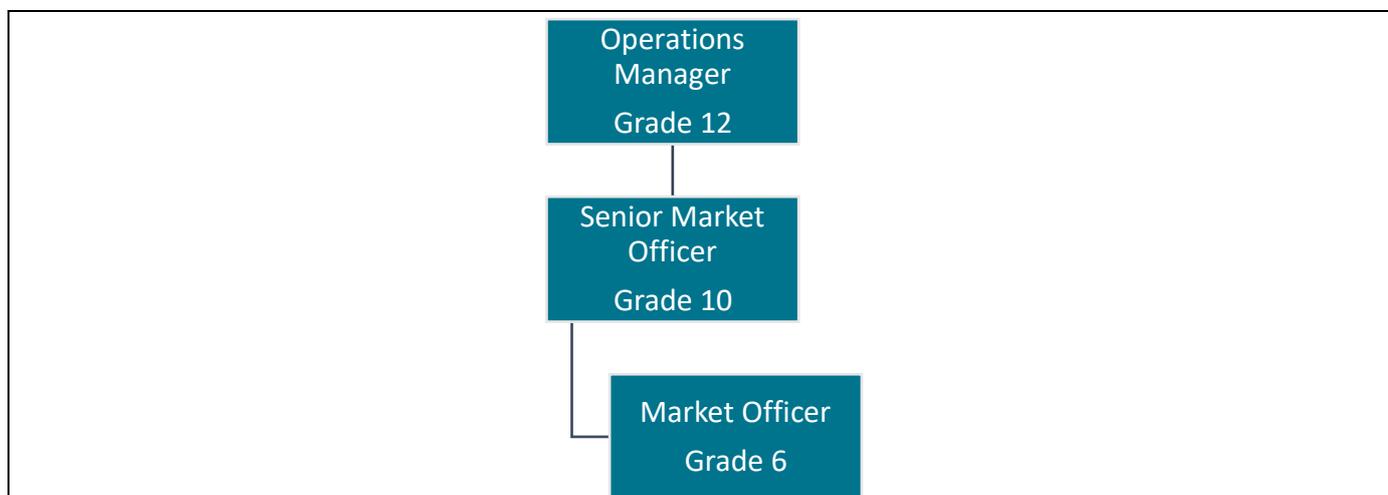
As part of your role you will be required to travel to various locations across the district. You will be required to work flexibly to meet service requirements.

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

Key areas of responsibility

- Buildings and facilities are maintained and managed to agreed standards.
- Traders and users of the markets receive high standards of customer care.
- The markets remain vibrant and a successful part of the Council's services to the community.
- Effective and efficient communication is ensured.
- Lettings are increased, and voids minimised because of improved customer service standards.
- Rental arrears are managed and reduced.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
An appreciation of the role of markets in town centre regeneration.	Essential
Ability to use computer systems required by the role.	Essential
Ability to build understanding and confidence in the use of Council IT through self-development.	Essential
Shares knowledge to assist other in the use of Council IT systems.	Essential
Able to use appropriate methods and sources for obtaining and recording data/information, ensuring data/information is of appropriate quality and acting if it does not meet quality standards.	Essential
Ability to report data/information using presentation, layout, tone, language, content, and images appropriate to its purpose, the people for whom it is intended and agreed format and protocols.	Essential
Ensures the confidentiality and security of information resources.	Essential
Handles cash or cash equivalent and processes in line with the Council's financial policies.	Essential
Carries out duties or uses equipment which involves some ongoing physical effort, including general cleaning or maintenance.	Essential
Ensures adequate supplies, is responsible for order, checking deliveries and raising any problems or issue to the relevant person.	Essential
Carries out duties or uses equipment which involves working outdoors up to 50% of working time.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and	Essential

Knowledge, qualifications, skills and experience	Shortlisting criteria
valid driving licence and it is expected that you will either use a council vehicle or your own car.	
Ability to travel between different work locations.	Essential
Accepts a basic DBS check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

Behaviours and expectations

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

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job 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 Office Use Only:

Job Category	Other	Grading ID	Basic
Job ID	80100771	Last Updated	October 2020
Job Focus	No	Career Progression	No



Contractual Variants

DBS Category	Customer Services	DBS Type	16160
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR			