

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.

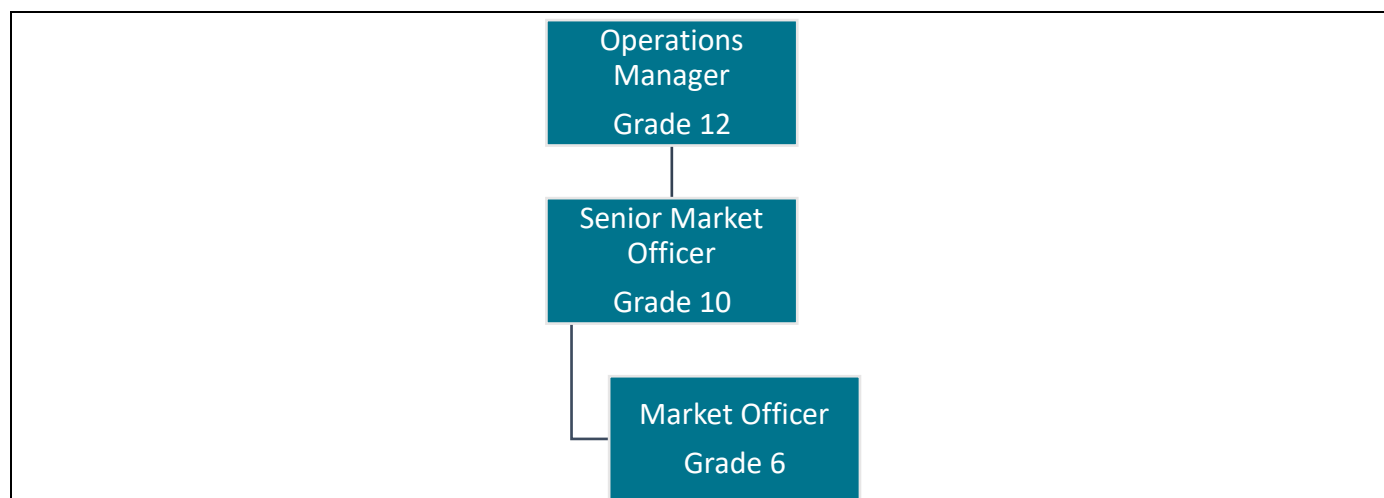
As part of your role you will be required to travel to various locations across the district. You will be required to work flexibly to meet service requirements.

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:

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|--------------|----------|--------------------|--------------|
| 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 | | | |