

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Markets and Street Trading Stall Management Supervisor
DIRECTORATE:	Neighbourhood & Housing
SERVICE:	Parking, Markets & Street Trading
GRADE:	Indicative SC6 SP18 £29,544
LOCATION:	Ridley Road & Other Suitable Locations
RESPONSIBLE TO:	Markets Service Area Manager / Markets & Street Trading Operations Manager
RESPONSIBLE FOR:	Markets and Street Trading Stall Operatives

PURPOSE OF THE JOB:

The post holder will be responsible for ensuring that the efficient daily set up, take down and storage of market stalls is carried out to facilitate the smooth running of the council's various markets and street trading sites.

You will be responsible for supervising and actively supporting a team of operatives and traders with the erection and dismantling of market stalls, gazebos and all market related equipment as well as maintenance, safety and security of the market during working hours. The post holder will also be responsible for engaging professionally with traders in administering stall hire and trading charges, providing exceptional customer service and resolving any complaints at the earliest opportunity.

Responsibilities of the post holder also include the creation of stall layout maps to determine the placement of traders for weekly markets and regulating set up activities within the borough's markets and designated street trading areas in accordance with legislative requirements and the Council's agreed policies and procedures. The post holder may be required to assist with any ad-hoc additional duties should they arise.

Please note the post holder is required to work every Saturday and Sunday.

MAIN AREAS OF RESPONSIBILITY:

The post holder will have lead responsibility and accountability for the following:-

1. To Work a varied shift pattern which will be primarily outside incorporating working from 5am to 8pm Monday to Sunday including every Saturday and Sunday
2. Manage a team of Stall Operatives across multiple sites within the borough of Hackney.
3. Provide regular 121 check ins with operatives and work with the Markets Operations manager on any performance management related matters.
4. Weekly Market layout Map creation and distribution to Operatives, Traders and Officers
5. To undertake duties to contact traders and assign pitches when creating the trading map for the erection of market stalls on a market.
6. Maintain and update a weekly /monthly roata for operatives to follow in line with operational delivery requirements.
7. To conduct briefings and debriefs with operatives before and after market operation setup and takedown.
8. Supervise and support in the assembly, dismantling of and movement of market stalls and other market equipment.
9. Supervise and support in the connection of and dismantling of any lighting or cabling in a safe manner as directed.
10. Loading and unloading market equipment from trailers and containers or other designated storage areas in a safe manner.
11. Place and store essential safety signs and barriers around the market or street trading site.
12. Ensure you and all of those under your supervision wear all safety equipment that is deemed necessary by the Market Management..
13. Contribute to the safety of the market for traders and the general public.
14. To develop and maintain positive and effective working relationships and lines of communication between the Markets, Shop Fronts & Street Trading Service and the Market Traders and other stakeholders to maximise the trading potential and shopping experience of each Market.
15. To develop open and positive communications with traders in order to build sustainable relationships and identify strategic trader positioning within the market to maximise revenue opportunity and enhance customer experience.
16. To represent the council to the highest standard by providing an exceptional customer experience to traders and service users.
17. To ensure the setting up and closing down of the market, including assisting traders accessing and assembling stalls in the correct manner and in accordance with current health and safety legislation.
18. Ensure that at all times you and all operatives are wearing the correct uniform and protective clothing at all times and ensure that it is kept clean and tidy. It is a condition under the Health & Safety at Work Act section 7(a) that protective clothing is worn.
19. At all times you must ensure that nothing you or the operatives do endangers or is likely to endanger the health & safety of yourself, your colleagues and members of the general public.
20. Report and organise repair of any damage to stalls with the markets service management.
21. Report any complaints to the Markets Management and support in resolving any issues onsite.
22. Ensure that you and all operatives under your supervision conduct themselves in line with the council code of conduct at all times when delivering a service to the local community, you must comply with the council's employee code of conduct.

23. To promote and comply with the council's equal opportunities policy in the opposition to and eradication of all forms of discrimination and ensure all services are accessible to all users.
24. To provide information required by the management team to support any reporting processes for which they have overall responsibility.
25. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
26. To have an awareness of the organisational context and commitment to the council's organisational values and beliefs.
27. To undertake any training and development as required in consultation with the Markets & Street Trading Manager with their advice and assistance to develop their own skills after initial training.
28. Attend market areas during hours and days appropriate to each market, to maintain a continuing presence, Market map, and trading records and take appropriate action to ensure the market set up maximises the space available and enhances the customer journey.
29. To inform and advise Senior or Markets Service Officers of any traders infringing their terms and conditions or any health and safety legislation, Fly pitching or conducting any illegal or anti-social behaviour within the market.
30. Keep fully conversant with Health & Safety legislation and prescribed policies and procedures and act in accordance with these and ensure all erection and dismantling of stalls and gazebos takes place within these.
31. To liaise with and develop professional relationships with other teams within the Council that may have an interest in regards to markets and street trading activities and or these designated areas within the borough i.e. Highways and Engineering, Enforcement, Waste/Street Cleansing services.
32. To be the first point of contact for the public for advice and assistance with complaints, dealing with them sympathetically using initiative to resolve problems and liaise with traders on their behalf where appropriate.
33. Generally act to promote a safe, clean and efficiently run market that complies with relevant Health & Safety requirements.
34. Ensure that traders' vehicles do not obstruct the public highway in the market area.
35. Undertake such other duties and responsibilities in connection with the above as required from time to time by the Markets Management.
36. To take a proactive and supportive approach in regards to the professional delivery of a Markets and Street Trading service.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

SKILLS, ABILITIES AND KNOWLEDGE:

ESSENTIAL

1. To be physically fit and alert and able to work in all weathers.
2. Experience or exposure of leading or supervising a team.
3. An ability to work effectively as part of a team and incorporating cross departmental working.
4. Being able to use your own initiative with minimal direction or supervision.
5. Ability to establish effective monitoring systems in respect to the maintenance, recording and reporting of any damage, repairs or replacement of market stall equipment.
6. To have a knowledge, understanding and commitment to the Council's core values and objectives.
7. To have a thorough understanding of relevant legislation associated with the market and street trading function including Local London Authorities Act, Council Bye-laws, and a working knowledge of the licensing Act, Health and Safety legislation, and Environmental Health and Trading Standards issues.
8. It is essential that you have regard to your responsibilities under the terms of the District Council's Health & Safety Policy. You must always adopt the safe working practices described in the relevant Codes of Practice and adhere to other guidance and instructions, which you may receive from time to time in respect of health & safety.
9. To have an understanding of local market trading activities, town centre and market set up and trading patterns.
10. Ability to adjust own work priorities to assist colleagues in meeting the needs of the service.
11. Ability to work to strict guidelines and procedures.
12. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
13. Be able to demonstrate a personal and professional approach which generates credibility, respect and confidence amongst colleagues and senior members of the organisation, the council and other stakeholders.
14. Having a high standard of English grammar and composition.
15. Ability to demonstrate highly developed oral, written and presentation skills.
16. Ability to demonstrate a strong desire to succeed in delivering high quality front line service.

PHYSICAL DEMANDS

1. Need to be able to lift and move heavy equipment for prolonged periods during each two and a quarter hour session.
2. This includes carrying heavy wooden tables which are 3m by 1.5 m. Putting up and taking down an assortment of iron bars which are 3m long, setting up and taking down stall ends which are 2.5 m tall by 1.5 m wide, unrolling and rolling heavy canvas sheets 3m by 3.5m over the erected iron frame and installing the light system into the stalls (electrical systems are up to 30m long)
3. This job requires prolonged walking, standing, carrying and lifting as well as bending, kneeling, pushing, pulling and stretching

MENTAL DEMANDS

1. Need to be able to use common sense to erect and dismantle equipment safely and efficiently at pace.

Working Conditions

1. Need to work outside in all weathers with no discretion to change working times or locations.

2. Weekly exposure to potential unpleasant or threatening behaviour in the early hours.

DESIRABLE

- Previous experience of working in a street market environment.
- Live within a 30 minute radius of markets
- To hold a full clean driving licence for Category "B" vehicles with a manual transmission.

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