

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Markets and Street Trading Stall Operative
DIRECTORATE:	Neighbourhood & Housing
SERVICE:	Parking, Markets & Street Trading
GRADE:	Indicative SC2 SP4 £23,016 (£12.29 P/H)
LOCATION:	Ridley Road & Other Suitable Locations
RESPONSIBLE TO:	Markets & Street Trading Operations Manager / Manager and Stall Management Supervisor
RESPONSIBLE FOR:	None

PURPOSE OF THE JOB:

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

Reporting to the Markets and Street Trading Stall Management Supervisor, you will be responsible for working within a team of operatives to support market and street trading activities by erecting and dismantling market stalls, gazebos and all market related equipment including maintenance, safety and security of the market during working hours. This will also include responsibility to ensure that all waste and litter after the market has been cleared to ensure the area is left clean and tidy.

The post holder will also be responsible for engaging professionally with traders and members of the public providing exceptional customer service standards.

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. To assemble, dismantle and move market stalls and other market equipment.
3. To connect and dismantle any lighting or cabling in a safe manner as directed.

4. Loading and unloading market equipment from trailers and containers or other designated storage areas in a safe manner.
5. Place and store essential safety signs and barriers around the market/ Street trading site.
6. Wear all safety equipment as required by the Markets Service Management
7. Contribute to the safety of the market for traders and the general public.
8. Undertake such other duties and responsibilities in connection with the above as required from time to time by the Markets Management.
9. To develop and maintain positive and effective working relationships and lines of communication between the Markets, Shop Fronts & Street Trading Service, Market Traders and other stakeholders to maximise the trading potential and shopping experience of each Market.
10. To develop open and positive communication with traders in order to build sustainable relationships and identify strategic trader positioning within the market to maximise revenue opportunity and enhance customer experience.
11. To represent the council by providing a professional front line service to traders and service users.
12. 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.
13. You are required to wear the protective clothing issued 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.
14. At all times you must ensure that nothing you do endangers or is likely to endanger the health & safety of yourself, your colleagues and members of the general public.
15. Report any damage to stalls and equipment to the Stall Supervisor and/or Markets Officers
16. Report any complaints to the Stall Supervisor and/or Markets Officers
17. Ensure in your duty as a council representative when delivering a service to the local community, you must comply with the council's employee code of conduct.
18. 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.
19. To provide information required by the management team to support any reporting processes for which they have overall responsibility.
20. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
21. To actively seek views from traders and to encourage new talent to apply to trade within our markets.
22. To have an awareness of the organisational context and commitment to the council's organisational values and beliefs.
23. To undertake any training and development as required in consultation with the Markets & Street Trading OPerations Manager with their advice and assistance to develop their own skills after initial training.
24. To inform and advise Stall Supervisor or Markets 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.
25. 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.
26. 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.

27. Provide advice and assistance to traders including the resolution of disputes that may arise between them in relation to the use of pitches.
28. Act to promote a safe, clean and efficiently run market that complies with relevant Health & Safety requirements.
29. To take a proactive and supportive approach in regards to the professional delivery of a Markets and Street Trading service.
30. To undertake any other duties of a similar nature which may arise from time to time, which are commensurate with the grade of the post and within the capabilities of the post holder.

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. Ensure you maintain a polite and courteous manner towards members of the public and traders at all times.
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. To have a knowledge, understanding and commitment to the Council's core values and objectives.
6. It is essential that you have regard to your responsibilities under the terms of the 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.
7. Ability to adjust own work priorities to assist colleagues in meeting the needs of the service.
8. Ability to work to strict guidelines and procedures.
9. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
10. 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.

PHYSICAL DEMANDS

1. 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 the public 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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