

## Lancaster City Council - Job Description

<b>Job Title:</b>	Market Assistant	<b>Grade:</b>	6	<b>Job Code:</b>	EMS0007
<b>Job Family:</b>	N/A	<b>Job Family Group:</b>	N/A	<b>Reports to:</b>	Markets Manager

### Job Summary

To assist in the day to day running of the markets including Festival Market, Morecambe and The Assembly Room and Lancaster Charter Market, Lancaster. Market Assistants will be required to work at all markets.

### Direct Responsibilities

- To be responsible for the opening and closing at appropriate times of the markets as directed by the Market Manager or Supervisors.
- To assist in ensuring measures are taken to deter vandalism and anti-social behaviour.
- To maintain security of the Markets and act as key holder (including undertaking standby duties).
- To assist with the administration of the Markets including the operation of Council policies and carrying out of minor clerical duties and to provide office cover as and when required.
- To assist in creating and maintaining good working relationships with all market traders and committees to ensure effective communication is maintained, in particular being first line of enquiry on behalf of the Market Manager and Supervisors. Ensure communication with Market Traders at all times and patrolling and being a presence within the trading area of the Markets.
- To assist with the efficient, safe and economical operation of the heating, ventilating, alarm and security systems and other fixed equipment and to assist in initiating external repairs through the appropriate corporate channels or carry out maintenance tasks in house when required.
- Distribute waste bags and be responsible for waste collection.
- To maintain a high standard of cleanliness throughout the Markets at all times including the refuse area and management of the refuse bins. Operating compactor/cleaning machines as required and distribution of waste bags and collection of waste at the end of each trading day.
- To provide basic first aid cover as and when required, training will be arranged if necessary.
- To collect rent and input data electronically when covering at the Charter Market.
- The post holder must also undertake other duties, appropriate to the grading of the post, as required.

### Primary Objectives

In line with the councils ambitions 2018-2022, the post holder will work towards the following objectives in the ambitions:

#### Clean, Green and Safe Neighbourhoods

- Use innovation, technology and partnership with others to help improve the efficiency of service, improve customer satisfaction and reduce our impact on the environment
- Work towards public spaces becoming self-sustaining
- Ensure the Council provides the service the district needs by challenging the way we do our work, and providing value for money
- Accept that we all have a part to play in improving the appearance and safety of the district

#### Smart and forward thinking council

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- Use digital and other technology to provide quality services

### **Customer Focussed**

- Ensure more customers are satisfied with our services

### **Staff Management Responsibilities**

Not applicable

### **Knowledge & Educational Requirements**

#### **Specialised knowledge:**

No specialist knowledge required

#### **Functional knowledge:**

No specialist, functional knowledge required

#### **LCC specific knowledge:**

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

### **Other Requirements**

The hours of work are 37 hours per week, working Monday to Sunday on a 5 out of 7 rota including evenings, weekends and bank holidays. This will be undertaken on a rota basis.

Administration base is Festival Market with an occasional requirement to work out of Lancaster City centre.

There will be a requirement to travel to other sites across the district

There will be a requirement to lift and carry weights of up to 15kg.

This role is public facing therefore the ability to converse at ease with members of the public and provide advice in accurate spoken English is an essential part of the role. A role is classed as public facing if, as an intrinsic part of the role, there is a requirement to regularly speak to members of the public in English.

### **Additional information**

#### **General Statement**

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### **Learning and Development**

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You are expected to undertake any training and development appropriate to the current and future needs of the post.

### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.