

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate:		Service Area:	
Finance, Development & Regeneration		Town Centres Development Team	
JOB TITLE: Assistant Markets Manager			
GRADE: I			
REPORTING TO: Markets and Town Centre Manager			
1.	JOB SUMMARY: Assist in the operational and strategic management of Stockton Borough Council's outdoor general markets at Stockton, Billingham, and Thornaby, in alignment with the Our Markets Matter II strategic plan and the Market Regulations and Design Guide 2023. You will be a focal point of contact for the effective communication and engagement with market traders and the public. Design, produce, and monitor content on the three markets' social media pages on Facebook, Instagram, and Twitter, to attract and recruit new market traders, engage with the community and promote market activities. You will assist in planning and delivering market-associated events to enhance the market experience and attract a wider audience. Collaborate with the Care for Your Area and Civic Enforcement Service teams to ensure the effective delivery of these services within Stockton Town Centre, contributing to the overall cleanliness, safety and appeal of the area.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1.	To assist the Market Manager for the effective and efficient operation of the Council's outdoor general markets. This will include the organisation, control, and allocation of stalls including other lettings on the market and the proper control over provision of facilities for the use of the market traders.	
	2.	To ensure the safe operation of all market activities, following Health and Safety legislation and operating from the guidance or rules set out in the market risk assessments and Regulations and Quality Standards document 2023.	
	3.	Be responsible for collection of markets rents via electronic device and online.	
	4.	To ensure accurate records are kept in regards of budget control including rent summaries, attendance and occupancy levels for scrutiny and audit purposes.	
	5.	To be responsible for the general administration of market accounting through Agresso such as the raising and paying of purchase orders.	
	6	To ensure all relevant Market insurances and documentation is in place to satisfy the requirements set out in the Market Regulations and Quality Standards Document 2023 and the 'how to set up as a food trader on Stockton on Tees Markets'.	

7	To create engaging social media marketing, such as producing content for the Markets website, Facebook, Instagram, and Twitter. Working with colleagues in communications to ensure all posts satisfy brand guidelines and legal regulations. And to monitor these pages to ensure that accurate and timely responses are provided to uphold the reputation of the markets and Council.
8	Assist in the creation and updating of market associated risk assessments.
9	To ensure relationships and communications are upheld to the highest standard through written and verbal communication including newsletters, social media, Email, text, and WhatsApp, with all traders and interested parties.
10	To erect and dismantle market stalls and gazebos as and when required, including manoeuvring equipment around markets to the required standards of safety, in line with the associated market risk assessments.
11	To manage, record and report on complaints for both traders and members of public in line with corporate complaints procedures.
12	To carry out interviews and fact-finding investigations as and when investigations are required as per market regulations.
13	To liaise with other departments and traders to ensure markets events and town centre-based projects or works are managed safely and to ensure minimum disruption is caused to all parties.
14	To take a pro-active role in identifying and exploiting new opportunities to generate income from existing markets in the Borough and to develop innovative and practical ideas to attract new traders onto the markets including building positive relationships with other market providers.
15	To assist on procurement of market related products to continuously develop and improve market layout and goods offer in line with the Market Regulations and Quality Standards Document 2023
16	To cover the duties of the Markets and Town centre Cleansing Manager in his absence.
17	To assist in the booking of non-large-scale events with Stockton Town Centre, including the monitoring of those booking space in the town, the upkeep of records and to ensure they are working within the current legislative requirements.
18	Liaise closely with Town Centre Operational staff to ensure the swift investigation and removal of illegal dumped waste and to ensure that instances of anti-social behaviour are reported promptly or dealt with at source when required.
19	To assist with scheduled events in Stockton Town Centre including the inspection, supervision, and allocation of resources during such visits/events.
20	To promote good public relations and promote reputation as a community focussed Market with residents, businesses, Elected Members, residents' groups, local organisations, and charities.
21	To attend meetings of the Council and its committees, including out of hours working as required.
22	To take care of own Health and Safety in line with corporate guidance and legislation

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)

Job Description reviewed September 2023



PERSON SPECIFICATION

Job Title/Grade	Assistant Markets and Town Centre Cleansing Manager	I
Directorate / Service Area	Town Centre Developments	Markets
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> • Full Driving Licence 	<ul style="list-style-type: none"> • English and Maths to grade C or above. • Level 2 Functional Skills in English and Maths • Level 4 Diploma in Markets Administration 	Application
Experience	<ul style="list-style-type: none"> • Ability to programme work and be personally organised. • PC literate • Experience of working in customer focused, operational, and administrative environments. • Be flexible in working arrangements and be available to work Saturdays 	<ul style="list-style-type: none"> • Experience in business development. • Experience in implementing new initiatives, procedures, and processes. • Experience of working in a team • Political awareness • Experience in providing accurate and appropriate responses in a timely manner through email, letter and social media channels. 	Application / Interview

	<p>with Sunday and Tuesdays as days off</p> <ul style="list-style-type: none"> • Experience of producing, writing and delivering content for social media platforms. • Experience in dealing with and managing difficult situations in a public setting. • Be physically fit, able to be on feet for long periods and manoeuvre loads around the markets (such as gazebos and weights) 	<ul style="list-style-type: none"> • Have good understanding around the rules and regulations associated with posting on public, business social media page(s). 	
<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Be able to produce and deliver posts on social media, including written, photographic and video content. • Be able to produce excel spreadsheets, formulised with market specific data. • Be able to communicate effectively with a wide and diverse audience, in challenging situations. 	<ul style="list-style-type: none"> • Working knowledge of relevant legislation, procedures and processes • Knowledge of performance management and target setting. • Ability to lead from the front and lead by example. • Committed to excellent customer service. • Ability to think widely and solve problems logically. • Ability to represent the Service within a range of meetings. • Ability to deal with confidential information in line with GDPR and Data Protection Legislation. • Numerical ability to interpret and explain statistical data. 	<p>Application/Interview</p>

Specific behaviours relevant to the post	<ul style="list-style-type: none">• Demonstrate the Council's Behaviours which underpin the Culture Statement.		Application / Interview
Other requirements			

Person Specification dated

Reviewed September 2023

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Development & Regeneration	SERVICE AREA: Town Centres Development Team
JOB TITLE: Assistant Market Manager	
GRADE: I	
JOB LOCATION / BUILDING: Stockton, Thornaby and Billingham Markets and Dunedin House, The Shambles offices	
REPORTING TO: Markets and Town Centre Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		x

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)</p> <p>The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		x
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		x
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		x
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		x

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		x
<p>Food Handlers: Employee will be preparing and handling food</p> <p><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		x
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		x
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>	x	
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE)</p> <p><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	x	
<p>Any Other: Please identify any other known risks associated with this job role.</p>	x	

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Richard Beddard

Date: 15/09/2023

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk