

JOB DESCRIPTION

JOB TITLE:	Markets & Town Centre Support Assistant	JE NUMBER: E943
DIRECTORATE:	Leisure, Culture and Community Wellbeing	BAND: 3
RESPONSIBLE TO:	Markets & Pavements Retail Development Manager	
RESPONSIBLE FOR:	n/a	
MAIN PURPOSE OF POST:	To carry out administrative work to support the Retail Development Manager and the Town Centre Operations Manager in the management of Chesterfield's open market, Market Hall, Events and the town centre	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Provide an enquiry service dealing with requests for information, complaints and enquiries either by email or telephone, including supplying members of the public with specific information, regarding markets, the Market Hall and the town centre
2.	Be responsible for the efficient and timely processing, recording and reconciliation of all income from the open market and Market Hall
3.	Develop and maintain a database of all licensed, casual and potential market traders and Market Hall retailers
4.	Assist with the licensing procedure of stall lettings
5.	To undertake mailings for speciality markets and other town centre events and initiatives
6.	Assist in the collection and reconciliation of rent from Market Traders as and when required
7.	Provide administrative support to the Town Centre Operations Manager when required
8.	Maintain accurate and timely records of the required performance indicators for the service
9.	Carry out administrative tasks in support of the service, including dealing with correspondence, timesheets, raising of purchase orders, maintaining sickness and holiday records and processing invoices
10.	Ensure all incoming mail, both external and internal is processed in a timely and efficient manner
11.	Manage and populate the Markets social media pages and pro-actively promote and support the Markets, Market Hall, Events and the wider town centre
12.	Actively participate in the Markets Event program supporting the Markets Events team with the curation, organisation and delivery of events
13.	Assist with routine communication to market traders and retailers, including distributing

	newsletters, policy updates and notices

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	✓
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	✓
Flexible approach to time of work, with ability to work Bank Holidays, evenings and weekends as required by the needs of the service.	YES	✓	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	✓	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should

be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Markets & Town Centre Support Assistant	JE NUMBER:	E943
DIRECTORATE:	Leisure, Culture and Community Wellbeing	DATE:	August '20

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	A positive and enthusiastic attitude and the ability to communicate effectively, both in writing and orally	Application Form Interview
•	Good numeracy and literacy skills	Application Form Interview
•	To be able to work on own initiative and as part of a team	Interview
•	Proactive, organised and methodical, with an attention to detail	Interview
•	Excellent keyboard skills and a knowledge of Microsoft Office, the use of Teams and other IT packages	Interview
Desirable		
•	A knowledge of markets or retail	Application Form Interview
•	A knowledge of social media marketing campaigns	Application Form Interview
EXPERIENCE		
Essential		
•	Use of computer based financial management package	Application Form

•	Experience of working in an office environment	Application Form
•	Previous work with the public	Application Form Interview
•	Experience of cash handling	Application Form Interview
Desirable		
•	Event organisation and delivery	Application Form Interview
•	Experience in Health & Safety	Application Form Interview
QUALIFICATIONS		
Essential		
•	Good standard of general education	Qualification / Certificates
Desirable		
•	NVQ in Administration or equivalent	Qualification / Certificates
•	Appropriate ICT qualification	Qualification / Certificates
•	Event qualification	Qualification / Certificates
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form Interview

•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form Interview

COMPETENCY REQUIREMENT:

Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level: 1		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level: 1		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.</p>	Interview
Level: 1		

Leading & Communicating	<p>At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.</p> <p>It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.</p>	Interview
Level: 1		
Collaborating and Partnering	<p>People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.</p> <p>For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable</p>	Interview
Level: 1		
Developing self and others	<p>Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.</p> <p>For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change</p>	Interview
Level: 1		
Delivering Value for Money	<p>Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.</p> <p>For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available</p>	Interview
Level: 1		
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service	Interview

Level: 1	<p>objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.</p> <p>For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services</p>	
Delivering at Pace	<p>Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly</p>	Interview
Level: 1		