

Job Description

Job title	Town Centres Markets Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Regeneration
Range	Choose an item.
Reports to	Town Centres and Markets Manager

Main purpose of the job:

Responsible for managing and supervising the day-to-day operational delivery of all Medway markets. Liaise with traders, stallholders and other key stakeholders, in line with the Medway Markets Policy, Markets Terms and Conditions.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Arrive onsite to each market and implement the day-to-day operational delivery of all Medway markets, overseeing bookings and building working relationships with traders, ensuring emergency access is maintained throughout all market operations, and liaising with the relevant agencies as required.

Develop and direct the planning of all market layouts to ensure product balance, diversity and cohesion with all permanent and casual traders, continually sourcing new traders.

Identify all Health and Safety guidelines are met, risk assessments are monitored with accident/incident reports written and escalated where necessary. This includes that relevant market legislation, licensing conditions are met and monitored.

Liaise effectively with key stakeholders, including Trading Standards, Environmental Health, and Safer Communities, to coordinate the enforcement of regulations and address any issues arising within the markets. This involves ensuring compliance with relevant laws, promoting a safe and secure market environment, and fostering strong relationships with stakeholders to support the smooth operation of market activities.

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Administer all matters of trader conflicts/arbitrate and escalate where necessary, investigating complaints from the public and traders and taking the appropriate action to resolve effectively. This will include monitoring and controlling arrears in payment, ensuring the Council is not in deficit.

Effectively manage and respond to dynamic situations, such as extreme weather conditions, by making informed decisions to ensure the safety and continuity of market operations. This includes the authority to call off markets when necessary, maintaining clear communication with stakeholders, and implementing contingency plans to minimise disruptions.

Administer the social media communications for all markets, publicising the markets to maximise income, increase footfall and positively promote the market.

Assist in the delivery of events and event/promotional programmes associated with town centres/ markets/ places, as required to create a vibrant market atmosphere.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

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Organisation:

This role reports to the Town Centres and Markets Programme Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

FIXED - The post holder will be permanently based at [insert TBC], although they may be expected to work at any location across Medway.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Minimum of 5 GCSEs at level 4-9 or equivalent, including maths and english.

Level B in addition

- Level 2 Health and Safety Qualification

Level C in addition

- Diploma in Markets administration or place making qualification

Knowledge

Level A

- Knowledge and understanding of market operations and development

Level B in addition

- Knowledge of health and safety practices in a markets or Town Centres environment
- Knowledge of community and stakeholder engagement
- Understanding the unique characteristics, heritage, and needs of Medway's town centres

Level C (in addition to levels A and B)

- Extensive knowledge of market operations, development with statutory regulations
- Practical and procedural knowledge of street markets with good knowledge of supporting organisational policy.

Experience

Level A

- Experience of working in a retail, business, market or trading environment.

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- Experience of implementing enforcement in relation to market operations
- Experience of working in a team to achieve a shared goal

Level B in addition

- Experience or understanding of supporting projects
- Experience of a customer facing environment.

Level C (in addition to levels A and B)

- Experience of managing budgets, processing invoices with monitoring of income
 - Experience of administrative procedures.
 - Experience of utilising digital processes to ensure efficiency and effectiveness of the markets service.
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Skills

Level A

- Excellent standard of literacy and numeracy, including ICT, especially Office and Excel
- Ability to use written and oral communication skills and technology to present varied information in an understandable way to a range of audiences
- Ability to communicate clearly and tailor messages to individual audiences.
- Ability to manage time effectively, plan workload, prioritise tasks, communicate well, and meet deadlines.
- Ability to work independently, be self-motivated and enthusiastic, and handle exposure to disagreeable working conditions.
- The post holder will have access to a vehicle and be able to drive

Level B in addition

- Ability to undertake risk assessments with the statutory regulations within a markets service.
- Ability to produce engaging social media content across the various Medway markets channels
- Ability to accurately process credit card payments, invoices or the equivalent of considerable sums (up to £1,000 per market)
- Able to engage successfully with stakeholder to provide information, advice and guidance on established internal procedures in relation to finance.
- Good critical thinking, judgemental, analytical, and developmental skills with good problem solving ability.
- Ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands.

Level C (in addition to levels A and B)

- Ability to follow established procedures while also being able to think creatively, try new methods, and adapt to changes.
- Able to create imaginative solutions and responses, involving fresh and innovative thinking.
- Willingness to learn new digital programmes for market administration for improving efficiencies
- Capable of taking lead responsibility for the management and developments of markets, ensuring they are operated in accordance with market and statutory regulations