



CHIPPENHAM TOWN COUNCIL

Improving the quality of town life

Job Description

Job Title:	Market and Compliance Officer
Reporting to:	Marketing and Communications Manager
Contract:	Permanent, full time
Hours:	37 hours per week (Over 7 days)
Location:	Chippenham Town Hall
Salary:	Spinal column point 12 - 17, £21,589.00 - £23,836.00
Responsible for:	NA

Main Purpose of Role

To be responsible for the safe delivery of the Councils Market services and external event bookings within Chippenham Town Council open spaces.

Main Duties and Responsibilities

Market Operation

Plan and implement a relevant stall layout for each market, taking into account potential conflicts of stall type (e.g. product sold).

Facilitate utilities for stallholders.

Supervise both stall erection and stall maintenance to ensure work carried out according to specification.

Collect stall rents and arrears; counting, banking and keeping clear accounts and records.

Responsible for ensuring that health and safety regulations are adhered to of all concerned, i.e. health and safety of events, traders, contractors, staff, lone workers and the public.

Responsible for keeping order on market days in the location of the market and for enforcing the Councils rules and regulations.

Responsible for operationally organising and managing any changes to the markets service including new locations and specialist markets, in order to ensure that the markets are financially viable.

Ensuring that all contractors and stallholders comply with Food Hygiene regulations and good practice. This entails inspections, a continuous awareness of the issues and good record keeping.

In conjunction with the Deputy chief Executive and Head of Environmental Services, be responsible for making decisions in bad weather to close the market.

Ensuring that all traders comply with the Council's market regulations and they hold relevant public liability insurance, food hygiene certificates and TENS licenses where applicable.

Event Operation

Oversee event management plans for external events to ensure they are compliant.

Confirm event details with customer, ensure all administration and finance are completed and attend on event day to make sure the event is taking place in accordance with the event management plan.

Ensure all events hold all relevant statutory licences and certificates such as:

- External Event Application Form
- Event Management Plan
- Public Liability Insurance
- Risk Assessments (CTC template)
- Gas certificates
- Food Hygiene & registration with local authority
- Proof of TENS licence from Wiltshire Council
- Electrical equipment to be PAT tested

For the large scale events determine pre-event involvement from Wiltshire Police, Wiltshire & Dorset Fire Brigade, Wiltshire Licensing, Wiltshire Environmental Health and Environment Agency.

Account Management

Responsible for ensuring stall accounts ledgers accurately reflect income and balance; maintains market accounts database and monitors Council revenue. Calculates and analyses income changes and reports anomalies to Line Manager and/or Finance Manager.

Liaison and Communication

Flexible approach to working hours, be on call when needed

To respond to public complaints and to deal with members of the public in a polite and efficient manner.

To communicate with stall holders and event organisers and be able to both inform and enforce relevant regulations and procedures; act as main point of contact to resolve disputes.

Liaise with colleagues, strategic partners and official bodies with a view to working together.

Work with the Head of Environmental Services to ensure that waste, street cleansing, market stall and event setup/take down is compliant.

Development

Increase revenue and improve our service by pro-actively suggesting new ideas for developing the market service.

Person Specification

Physical Effort and Working Conditions

Outdoor working - post holder is expected to be on or near the market at all times in all weather conditions.

Physically demanding - role involves walking or standing for most of the day. There is also an element of manual handling.

Lone working

Aggressive/irate behaviour - The job holder is expected to have a good awareness of what is going on, to pre-empt potential conflict and be able to diffuse pressurised situations using his/her negotiation skills and experience. They should have a good appreciation of personal safety.

Knowledge & Experience

Excellent Health and Safety knowledge, including the ability to carry out risk assessments on the markets and external events

Experience of working in a street market and event environment.

Event management experience, including dealing with stall holders, contractors, the general public, etc.

Have a good understanding of financial records, an experience of dealing with money / accounts / banking.

Skills & Abilities

Excellent communication and interpersonal skills.

Excellent negotiation and persuasion skills (mediation and conflict management)

The ability to work confidently and independently in the public domain, whilst representing the Council.

High levels of numeracy and literacy (to handle cash accurately).

Competent working with IT, in particular Microsoft Office.

Keeping records methodically and accurately.

The ability to carry out site inspection and move across ground in inclement weather.

The ability to manage time and work under pressure.

Organising work activities and following procedures.

Ability to communicate well at all levels, resolving problems quickly, by formulating solutions calmly and with patience.

Punctual, methodical, courteous, precise, accurate, conscientious, honest and reliable with a positive attitude.

Ability to work on own initiative with a very minimum level of supervision but equally able to make a positive contribution to a team environment.

Ability to think strategically.

Flexible approach to working hours, able to attend on event days, evenings and weekends when necessary.

Qualifications

Qualified to GCSE standard (or qualified by experience)

An appropriate NEBOSH/IOSH qualification (or equivalent experience with a willingness to undertake the training)

IT literate in particular Microsoft Office

Preferred - Minimum 2 years' experience of operating markets/enforcing market regulations/procedures.

Preferred - Minimum 2 years' experience within a technical and or operational environment, which deals with the inspections of environmental based services (to include Health & Safety).

Full and valid Driving licence

Knowledge of the Data Protection Act 2018 and Health & Safety Act 1974.

Equal opportunities

Chippenham Town Council aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. The Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias, irrespective of disability, race, religion or beliefs, nationality, ethnic origin, age, sexual orientation, gender or marital status.