



# Wells City Council

## Job Description

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| <b>Job Description</b>  | Market Supervisor  |
| <b>Designation:</b>     | Town Clerk   |
| <b>Grade:</b>           | SCP 23 Up to £34,434 pro rata  |
| <b>Hours:</b>           | 30 hours per week to include 06:30 - 16:00 Wednesday and Saturday  |
| <b>Location:</b>        | All Council locations as required  |
| <b>Job Purpose:</b>     | <p>Support in the delivery and growth of the weekly market provision, supporting traders in the delivery of their goods, offering a safe and welcoming platform for them to trade.</p> <p>Growing and sustaining the vibrancy of a prize winning market, marketing, developing and delivering future sustainability of the services.</p> <p>Being responsible for the day-to-day management of the market provision including traffic management, health and safety, planning, preparation and engagement /communications.</p>   |
| <b>Line Manager:</b>    | Outside Spaces Officer   |
| <b>Responsible for:</b> | No supervisory responsibilities  |
| <b>Key duties:</b>      | <p>Working commercially, strategically and innovatively across the Council, in line with the council's corporate priorities to provide high level services to stakeholders in consultation wider management team.</p> <p>To actively manage and develop the twice weekly market in Wells ensuring its continued vitality and relevance to the city, its residents and tourists.</p> <p>To ensure that all compliance, policies and procedures are adhered to and all health and safety obligations are met, including chapter eight, road closure management, food hygiene, public liability and licensing requirements in line with relevant legislation.</p> <p>Supervise, operationally manage and monitor the build and breakdown of the twice weekly market, trader planning and engagement, ensuring all administration tasks are completed to a high standard, including those of weekly/monthly performance reports and profit and loss accounts for the market.</p> |

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|   | <p>To build and develop associated policy and procedure to support the needs of the service.</p> <p>To monitor and ensure that all income from the service is received in a timely fashion in line with council policy and procedure.</p> <p>To communicate effectively with all stakeholders, specifically working with market traders to develop the offering for the future.</p> <p>To visit other local markets and work with NABMA to look at performance benchmarking and where possible find areas of best practice to improve the function of wells market.</p> <p>To look at developing an events portfolio for the recreation ground in Wells and the wider council estate, alongside other key strategic partners of the council.</p> <p>Working with the open spaces officer to ensure that all of the compliance elements that are required for events are adhered too.</p> <p>To actively market and promote the services via a range of channels to increase visibility</p> <p>To deal with issues, enquiries and complaints relating to the market and events and escalate them as necessary via your line management structure</p> <p>Be accountable to the Code of Practice of Chartered Institute of Markets</p> |
| <b>Skills Knowledge and Experience:</b> | <p>Confident public speaker with strong vocal projection and clear diction.</p> <p>Willingness to be an onsite presence at the market in all weathers.</p> <p>Friendly, outgoing personality with strong interpersonal skills.</p> <p>Reliable and punctual.</p> <p>Being innovative in their thinking</p> <p>Previous experience in managing, maintaining and marketing a market or event provision of a similar scale.</p> <p>Knowledge of Wells' history and local traditions and market functions, market charter and market rights.</p> <p>Ability to respect and retain confidence</p> <p>Full Driving Licence</p>  |
| <b>Judgment and decisions:</b>          | <p>Be able to act on own initiative.</p>  |

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|                  | <p>Being able to proactively problem solve, quickly and efficiently a range of day to day ad hoc issues.</p> <p>Sound management of time.</p> <p>Being politically aware when dealing with all key stakeholders, including Members, Traders, Event Managers and Operators.</p>   |
| <b>Contacts:</b> | Town Clerk, All Council Staff, Councillors, Contractors, Members of the public, Stakeholders. Guild of Town Criers   |
| <b>General:</b>  | <p>To comply with the Council's Health and Safety at Work policies and Safeguarding Duties.</p> <p>Work outside of normal hours where necessary</p> <p>This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by the Open Spaces Officer or the Town Clerk, the responsibility level of any other duties should not exceed those outlined above.</p> <p><i>All staff are expected to maintain high standards of customer care in the context of the City Council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary for their post.</i></p> <p><i>All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Wells City Council's standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered, and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council's obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.</i></p> |