



# Markets Officer

<b>LEVEL:</b>	Level 7
<b>ACCOUNTABLE TO:</b>	Land and Property Business Support Team Leader
<b>SALARY:</b>	£28,598 to £32,061 per annum including Saturday's and one Sunday a month
<b>LOCATION:</b>	Across the South Hams District
<b>CONTRACT:</b>	Permanent

## Job Purpose

The postholder will play a crucial role in growing and expanding our markets while ensuring they operate safely and efficiently. This position involves managing the day-to-day administrative functions, overseeing health and safety procedures, and working closely with vendors and stakeholders to enhance the market experience for both traders and customers. The postholder should be comfortable managing tasks independently while also collaborating effectively with colleagues.

## Role Profile

- Proactively attract new traders, expanding the variety of goods and services offered at the market.
- Taking payments from traders on market days.
- Implement strategies to increase foot traffic and customer engagement.
- Collaborate with marketing teams to promote the market through social media, community events, and local outreach.
- Organise special market events, promotions, and seasonal offerings to enhance the market's appeal.
- Regularly assess market performance and recommend areas for improvement and growth.
- Ensure all market operations comply with local health and safety regulations.
- Monitor cleanliness and hygiene standards within the market space and take corrective action as necessary.
- Oversee trader applications, ensuring all necessary documentation is completed, including gas safety and insurance.
- Maintain accurate records of market activities, sales, and incidents, providing regular reports to management.
- Address and resolve any complaints or issues from traders or customers in a professional and timely manner.



- Engage with customers and traders to ensure a positive market experience.
- Build strong relationships with the local community, customers, and traders to support the market’s long-term success.
- Handle customer queries, feedback, and concerns in a friendly and effective manner.

## Person Specification

### Qualifications

Essential	Desirable
Full UK drivers licence	First aid certification or willingness to obtain
Good standard of general education including GCSE at grade C/level 4 or above or equivalent in English and Maths	

### Knowledge / Experience

Essential	Desirable
Experience in a public-facing role, ideally in a market or retail environment	Knowledge of local market trends and community engagement strategies
Strong understanding of health and safety regulations, particularly in public event settings	Broad knowledge of the Councils' services, process, and procedures
Good understanding of Diversity and Inclusion	Experience working within the public sector, specifically within a local authority

### Skills / Abilities

Essential	Desirable
Excellent organisational and administrative skills, with the ability to manage multiple tasks and deadlines	
Strong communication and interpersonal skills, with the ability to engage positively with traders, customers, and staff	



Ability to think creatively and implement strategies for growth and improvement	
A proactive approach to problem-solving and conflict resolution	
Flexible, adaptable, and well organised	
Proficient in Microsoft Office Suite (Word, Excel, Outlook)	
Solution focused with a flexible working approach	

## General / Other

Essential	Desirable
Have an engaging, enthusiastic, and positive manner with a strong “can do” approach to work	

## General

The list above is not exhaustive, this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

## Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

## Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other’s differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.



## Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

## Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.