



## Market Cashier

### Job Description and Person Specification

<b>Directorate:</b>	Communities	<b>Service:</b>	Property & Development Projects
<b>Responsible to:</b>	Market Manager	<b>Responsible for:</b>	n/a
<b>Grade:</b>	3		
<b>Location:</b>	Fleetwood Market		

#### Job Purpose:

To provide an efficient, accurate, and customer-focused cashiering service at Fleetwood Market. The postholder will be responsible for the secure collection and recording of traders' rent and fees and will assist with the safe opening and closing of the market building on Saturdays.

#### Key Tasks & Responsibilities:

Collect daily rent and payments from traders, issuing receipts and maintaining accurate financial records.

Handle cash securely in accordance with Council financial procedures and audit requirements.

Reconcile and prepare cash for banking at the end of the trading day.

Assist with the opening and closing of the market, ensuring that all areas are safe, clean, and ready for use by traders and the public.

Provide support and assistance to traders and visitors, maintaining a courteous and professional approach at all times.

Report any incidents, maintenance issues, or security concerns to the Market Manager or Duty Officer promptly.

Contribute to maintaining a safe working environment by following all health and safety procedures.

Ensure traders adhere to their user clauses and are only selling permitted items, including keeping aisles clear and unobstructed, confirm that all traders' public liability insurance is valid and up to date.

Inspect the compactor and waste disposal area regularly.

Ensure bins are tidy and the cardboard recycling area is organised and free from clutter.

Carry out any other reasonable duties commensurate with the grade and nature of the post.

### Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Basic numeracy and literacy skills (e.g. GCSE English and Maths or equivalent).	<b>Essential</b>	Application/Interview
First Aid at Work	<b>Desirable</b>	Application/Interview





SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Microsoft Word Excel / Civica	<b>Desirable</b>	Application/Interview

Awareness of confidentiality and security procedures.	<b>Essential</b>	Application/Interview
Excellent customer service and communication skills	<b>Essential</b>	Application/Interview
Good attention to detail and accuracy in record keeping	<b>Essential</b>	Application/Interview

<b>EXPERIENCE</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Proven experience in handling cash and financial transactions.	<b>Essential</b>	Application/Interview
Good attention to detail and accuracy in record keeping	<b>Essential</b>	Application/Interview

<b>ADDITIONAL REQUIREMENTS</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	<b>Essential</b>	Application/Interview
Regular and Reliable Service	<b>Essential</b>	Application/Interview
Demonstrate behaviours that support our values	<b>Essential</b>	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.  
All Behaviours listed are essential to the post.**

			
<b>Professional</b>	<b>Innovative</b>	<b>Collaborative</b>	<b>Customer focused</b>
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...

<ul style="list-style-type: none"> <li>• Have pride in how we represent the council</li> <li>• Treat people with respect and consideration</li> <li>• Are conscientious and carry out our work to a high standard</li> <li>• Carry out our work activities in an honest and ethical manner</li> </ul>	<ul style="list-style-type: none"> <li>• Proactively embrace change and learn from our mistakes</li> <li>• Challenge and constructively question existing processes</li> <li>• Make best use of our resources to provide excellent services</li> <li>• Encourage creative thinking with colleagues and peers</li> </ul>	<ul style="list-style-type: none"> <li>• Communicate effectively with colleagues and stakeholders</li> <li>• Develop productive relationships and achieve the best results</li> <li>• Recognise and embrace the knowledge and skills of others.</li> <li>• Embrace the concept of one team one council and all work together</li> </ul>	<ul style="list-style-type: none"> <li>• Strive to provide excellent services</li> <li>• Understand our customers' needs and consider things from their perspective</li> <li>• Effectively communicate and manage expectations</li> <li>• Actively seek ways to maximise customer satisfaction</li> </ul>
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**Special Conditions:**  
**(e.g. Weekend work, shift allowance, car/mileage allowance)**

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- Weekend working
- The role requires flexibility to meet the operational needs of Fleetwood Market, including early morning opening and late afternoon closing on Saturdays.
- Occasional additional hours may be available to provide cover during events, holidays, or busy trading periods

**Prepared by: Julian Brent** **Date: November 2025**

**Post Holder Signature:** **Date:**