

# LONDON BOROUGH OF HACKNEY

## Job Description

<b>POST TITLE:</b>	Markets and Street Trading Stall Operative
<b>DIRECTORATE:</b>	Climate, Homes & Economy
<b>SERVICE:</b>	Markets, Shop Fronts & Street Trading
<b>GRADE:</b>	SC2
<b>LOCATION:</b>	Ridley Road & Other Suitable Locations
<b>RESPONSIBLE TO:</b>	Market Manager, All Markets Service Officers & Stall Management Supervisor
<b>RESPONSIBLE FOR:</b>	None

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### **PURPOSE OF THE JOB:**

To support the safe, efficient and reliable physical operation of Hackney's markets and street trading sites through the set-up, take-down, movement, storage and basic care of market stalls, gazebos, barriers, signage, lighting, cabling and related equipment.

The postholder will work as part of an operational team to ensure market infrastructure is assembled and dismantled safely, correctly and on time. The role supports traders, residents, visitors and colleagues by helping create clean, safe, accessible and well-organised trading environments.

The post is physically demanding and requires regular outdoor working in all weather conditions, early starts, late finishes, weekend working and safe manual handling. The postholder will follow health and safety procedures, wear required personal protective equipment, report defects and risks, and help ensure market areas are left clean, tidy and safe.

The role is essential to the service's commercial and operational success. Markets cannot trade effectively unless stalls and related infrastructure are safely available at the right time and in the right location. The post therefore supports trader confidence, pitch income, public safety, customer experience and the wider success of Hackney's market offer.

Please note that the post holder is required to work every Saturday and Sunday.

## **MAIN AREAS OF RESPONSIBILITY:**

The post holder will have lead responsibility and accountability for the following:-

### **1. Market set-up, take-down and equipment handling**

1. Assemble, dismantle, move and store market stalls, gazebos and related market equipment safely and efficiently.
2. Load and unload market equipment from trailers, containers, vehicles or designated storage areas using safe working practices.
3. Move, position, secure and store tables, frames, covers, barriers, signs, lighting and other equipment as directed.
4. Connect and dismantle lighting, cabling or related equipment safely where trained and instructed to do so.
5. Ensure stalls and market equipment are set up in the correct location and in accordance with agreed market layouts, instructions and health and safety requirements.
6. Complete market close-down duties safely, ensuring equipment is dismantled, moved and stored correctly.
7. Support market set-up and close-down within required operating times so that traders can trade safely and on time.
8. Assist traders with access to stalls and equipment where appropriate and within safe working limits.

### **2. Health, safety and public safety**

1. Work in accordance with Council health and safety policies, risk assessments, safe systems of work and supervisor instructions.
2. Wear required personal protective equipment at all times and ensure it is kept clean and suitable for use.
3. Take reasonable care for the health and safety of yourself, colleagues, traders, residents, visitors and members of the public.
4. Use safe manual handling techniques when lifting, carrying, pushing, pulling, bending, kneeling or stretching.
5. Place, move and store barriers, signs and other safety equipment as directed.
6. Identify and report defective stalls, damaged equipment, unsafe cabling, trip hazards, access issues and other safety concerns promptly.
7. Support safe public access through and around market areas during set-up, trading and close-down periods.
8. Report incidents, near misses, complaints, damage, unsafe behaviour or operational concerns to the Stall Management Supervisor, Markets Officers or managers.

### **3. Trader, customer and public interaction**

1. Represent the Council professionally when working with traders, residents, visitors, businesses and members of the public.
2. Maintain polite, respectful and helpful communication with traders and service users.
3. Support positive working relationships between the Markets, Shop Fronts & Street Trading service, traders and other stakeholders.

4. Provide basic advice or assistance to traders relating to stall access, set-up arrangements, equipment issues and operational matters.
5. Refer complaints, disputes, licence issues, anti-social behaviour, illegal trading or non-compliance concerns to the Stall Management Supervisor, Markets Officers or managers.
6. Support a positive trading environment that helps maximise trader confidence, customer experience and market performance.
7. Encourage prospective traders or interested businesses to contact the service through the correct application channels where appropriate.

#### **4. Market cleanliness, presentation and equipment care**

1. Help ensure market areas are left clean, tidy and safe after trading and close-down.
2. Clear or report waste, litter, equipment issues or environmental concerns in accordance with service procedures.
3. Handle and store equipment carefully to reduce damage, loss and avoidable replacement costs.
4. Report any damage to stalls, gazebos, barriers, signs, lighting, cabling, storage areas or other market equipment.
5. Support the maintenance of organised storage areas, containers, trailers and equipment locations.
6. Help maintain a professional, safe and presentable market environment for traders, residents, visitors and businesses.

#### **5. Team working and operational delivery**

1. Work effectively as part of a stall operative team to complete set-up and close-down tasks safely and on time.
2. Communicate clearly with colleagues, supervisors, market officers and traders during time-critical operational activity.
3. Adjust own work priorities to assist colleagues and meet the needs of the service.
4. Use initiative within agreed instructions and safe working procedures.
5. Follow all reasonable instructions from the Stall Management Supervisor, Markets Officers, Senior Market Manager or service management.
6. Undertake training and development required for the role, including health and safety, manual handling, equipment use, customer service and relevant operational procedures.
7. Support other market and street trading activities where duties are commensurate with the grade and role.

#### **6. Working pattern and flexibility**

1. Work a varied shift pattern, primarily outdoors, across Monday to Sunday.
2. Work every Saturday and Sunday where required by contractual arrangements.
3. Work early mornings, late finishes, split shifts and occasional public holidays in line with market operating requirements.
4. Work at Ridley Road and other suitable market, street trading and storage locations across Hackney.
5. Undertake any other duties of a similar nature that are commensurate with the grade and within the capabilities of the postholder.

## **Person specification**

### **Essential criteria**

1. Ability and willingness to work outdoors in all weather conditions.
2. Ability and willingness to work early mornings, late finishes, weekends, split shifts and occasional public holidays.
3. Ability to carry out physically demanding work, including prolonged walking, standing, lifting, carrying, bending, kneeling, pushing, pulling and stretching, with reasonable adjustments considered where applicable.
4. Ability to follow health and safety instructions, risk assessments and safe working procedures.
5. Ability to use safe manual handling techniques when moving heavy or awkward equipment.
6. Ability to work effectively as part of a team in a time-critical operational environment.
7. Ability to use initiative within agreed instructions and ask for support when required.
8. Ability to communicate politely and professionally with traders, colleagues and members of the public.
9. Ability to remain calm, respectful and professional when dealing with pressure, complaints or challenging behaviour.
10. Ability to report defects, incidents, complaints, damage and safety concerns accurately and promptly.
11. Reliability, punctuality and commitment to maintaining safe and efficient market operations.
12. Commitment to equality, diversity, inclusion, health and safety and the Council's values.

### **Physical demands**

The role requires frequent and sustained physical effort. This includes moving, lifting and carrying market equipment; assembling and dismantling stalls and gazebos; moving barriers and signs; handling covers, frames and related equipment; and working at pace during market set-up and close-down.

The role involves prolonged walking, standing, carrying, lifting, bending, kneeling, pushing, pulling and stretching. Safe manual handling practices must be followed at all times.

### **Mental demands**

The role requires concentration, common sense, situational awareness and the ability to work safely and efficiently under time pressure. The postholder must remain alert to risks involving equipment, traffic, traders, pedestrians, colleagues and the public.

### **Working conditions**

The role requires outdoor work in all weather conditions. There may be limited discretion to change working times or locations because market opening and closing times are fixed.

The role includes regular public interaction, early morning working, weekend working and work in busy public spaces.

**Desirable criteria**

1. Previous experience of working in a market, street trading, outdoor operations, events, logistics, facilities, cleansing, warehousing, construction, manual handling or similar operational environment.
2. Experience in assembling, dismantling, moving or storing equipment safely.
3. Experience of working with traders, businesses, customers or members of the public.
4. Full clean driving licence for Category B vehicles with manual transmission, where required by service deployment.

**NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.**