



Role Specific Job Description

Job title:	Markets Officer
Post Number	P1759, P1760
Grade:	Grade 5
Job Family:	Customer Support & Delivery
Other payments:	
Directorate:	Community and Place Delivery
Progression:	Progression through the grade is dependent on satisfactory performance
Hours per week:	37 hours (including evening and weekends)
Accountable to:	Market Manager
Date created/ reviewed	June 2026

JOB DESCRIPTION FOR MARKETS OFFICER

Job Purpose

To assist in the delivery of safe and successful markets that generate income, encourage tourism, and improve the economic well-being of the city and district.

Accountabilities

1. Assist the Market Manager in delivering safe and successful markets.
2. Monitor the operation of the market ensuring that any cleansing or public realm issues are reported to the relevant teams or Hertfordshire County Council. Make sure that market rules and byelaws are followed and record any actions taken.
3. Allocate pitches to regular and casual traders to foster a diverse range of products and an engaging customer journey. Ensure that all traders are set-up in the correct pitch.
4. Ensure that essential trader information is accurate and up to date.
5. Responsible for the collection, and reconciliation of pitch fees, which would include the monitoring of any arrears accrued by traders.

6. Requesting the raising of invoices against stall fees using the Sundry Debtors Day Book Sheet.
7. Identify product opportunities and recruit new traders
8. Work with new and existing traders to improve their offer, display, and signage.
9. Book traders for future markets and monitor the attendance of traders.
10. Answer enquiries from potential traders and from members of the public.
11. Make requisitions necessary for the management of the market and with the Market Manager's approval up to £500.
12. Deputise for the Market Manager when required.
13. Undertake any such duties in connection with markets as required by the Market Manager within the grade of the post.

Demands

Physical demands

- Ability to respond to unexpected situations on the market with access to the Markets Manager for advice on serious issues. (Regularly)
- Ability to advise on and enforce market rules and regulations to a diverse group of traders. (Regularly)

Mental demands

- Ability to manage demanding relationships with a large number of market traders (Regularly)
- Ability to ensure the safety of the public attending the market by constantly reviewing the market environment in order to ensure health and safety (Regularly)
 - Ability to be resilient and deal with dissatisfied customers that are emotional and intimidating
 - Ability to be resilient and deal with difficult internal and external stakeholders

Working Conditions

- Ability and willingness to work outside in all weathers on Market days

Other Employment requirements

- Ability to attend markets across the district as required by management

- Ability to work unsocial hours on a rota basis this would include either early or late starts on Market days which may be any day of the week

ROLE SPECIFIC PERSON SPECIFICATION – MARKETS OFFICER				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Educated to GCSE or equivalent standard in English and Maths	X		A, D
Q2	First Aid at Work Certificate		X	A, D
Knowledge				
K1	Good knowledge of the law governing markets, or a willingness to quickly acquire	X		A, I
K2	Practical and procedural understanding of health and safety		X	A, I
K3	Good understanding of equal opportunities in relation to operating street markets and a commitment to applying these fairly	X		A, I
K4	Knowledge of IT systems including the Microsoft Office package	X		A, I
K5	Practical knowledge and understanding of budgetary control and how to monitor financial information		X	A, I
K6	Some basic knowledge of trading standards issues		X	
Experience				
E1	Previous experience of working in an environment where there is a strong requirement for excellent customer service	X		A, I
E2	Experience of income management and reconciliation	X		A, I

E3	Previous experience of undertaking administrative duties e.g. writing business letters	X		A, I
E4	Experience of resolving issues in a proactive manner and where there is a need to record any actions undertaken or advice given	X		A, I
E5	Previous experience of working as either a Market Officer or Market Trader		X	A, I
E6	Previous experience of working in a job where risk assessments form an important feature of the working environment		X	A, I
E7	Previous experience of applying regulations in a consistent and fair manner		X	A, I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here on our website](#).