

Job Description

Job Title	Markets Operative
Directorate	City Development
Service Area	Economic Strategy, Skills & Sustainability
Grade	4
Competency Level	1
Salary	£27,254 - £31,022
Job Type	Office Based
Location	Citywide (Liverpool Food Hub)
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9386

Job Purpose

To provide a supporting role across all Liverpool Market sites & events that encompasses and includes the transport and building/takedown of market stalls/cabins. Whilst ensuring the market site is clean, waste removed, and a high level of customer service is offered.

Work holistically across all market sites as directed by the Market Operations Supervisors and Markets Management team.



Ensure market operations are sufficiently supported each day by adopting a flexible approach to the business needs. Working to a pre-determined scheduled as directed and positively respond to non-routine situations as they arise.

Directly Responsible For:

Not applicable

Directly Responsible To:

Market Operations Supervisor / Markets Manager

Main Areas of Responsibility:

- To undertake, individually, or as part of a team, high quality cleaning of designated areas ensuring they are kept clean and in hygienic condition. This includes during the market/event day, during close or completing scheduled periodic deep cleaning, preset, or as determined by the Markets Operations Supervisors/Markets Management including restrooms
- Respond to and ensure non routine cleaning situations are positively and proactively addressed as and when they arise. Ensure standards of cleanliness is compatible with any specific legislation governing a food organisation
- Be responsible for the appropriate use of cleaning materials, within COSHH regulations and the safe use of powered machinery and general care of equipment used in the provision of a cleaning/building service in line with operating procedures/guidance and training
- Oversee the recycling of food, waste and consumables within agreed procedures and governance across all markets
- Ensure Health and Safety policies, procedures and relevant risk assessments are adhered too when carrying out duties within public spaces and operating machinery. including the use of the Forklift truck (only if qualified)

- To take responsibility for highlighting low stock levels of consumable items used for cleaning and the replenishment of such items
- Once qualified operate a Forklift truck ensuring, checks, standards and compliance is adhered to ensure own safety and those within the vicinity
- Ensure the safe return and delivery of all equipment and vehicles used and take responsibility for reporting and escalating machinery malfunctions within the agreed process
- Ensure all stall/cabin building and take down duties across all market sites/events are carried out within the agreed timescale, processes and health and safety governance as directed
- Attend any training courses that are deemed appropriate in aiding the development of the service, including refresher training for the safe operation of all machinery and any vehicles
- Direct, support and answer any queries from traders, visitors to our markets / sites when required
- Wear appropriate uniform and protective clothing issued including Liverpool City Council identity badge.
- Develop Liverpool City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
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Supervision and Management Responsibility:

- No supervisory or line manager responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Expected to operate at all sites and events (pop up). This includes both indoor and outdoor and in all weathers. (Protective clothing supplied)
- Ensure the building and take down of stalls, temporary structures and cabins are in line with manual handling guidelines and procedures set, using support equipment when required e.g., weight reduction trolleys
- Able to drive vehicles across the site as well as on site vehicles (forklift)

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Possession of driving licence including C1. Therefore, having the ability to drive 7.5 tonne vehicles to assist in the transportation of stalls across the city (A/I)
- Demonstrate a willingness to undertake any additional training as required to further improve/enhance the job and delivery of the service (A/I)

Desirable

- Previous training in the building of stalls, temporary structures, and cabins
- Qualified to operate a forklift truck

Experience

Essential

- Experience and knowledge of cleaning and waste removal within a public area, including Knowledge of relevant Health and Safety procedures and relevant equipment e.g., COSHH Guidelines (A/I)
- Experience of delivering first class customer service in a fast-paced public environment (A/I)

Desirable

- Experience of operating industrial cleaning equipment including electrical floor cleaners, and compactors
- Experience in building of stalls or temporary structures
- Experience or willingness to be trained to operate a Forklift truck and taking responsibility for its safe use in line with company policies
- Experience of recycling processes for food, consumable and materials

Skills/Abilities

Essential

- Ability to work collaboratively and with direction with all market employees and management and customers to ensure all aspects of cleaning are captured and addressed. Recognising and acting positively towards nonroutine cleaning as and when required including being proactive and using own judgement (A/I)
- Work as part of a team to carry out manual tasks related to building of stalls, temporary structures, and cabins. Ensuring all guidelines and procedures are followed as per training, including the safe operation of machinery and vehicles (A/I)

Desirable

- Ability to adapt positively to changes within the service
- Ability to use basic computer software packages to support you in your role e.g., Outlook

Commitment

Essential

- Present a flexible and self-motivated, approach to working to ensure the demands and operational needs of the business and overall service are met. With Availability to work flexibly across the Liverpool Markets sites as part of a 7-day rota pattern (A/I)

Desirable

- To work to towards improving, enhancing and the development of the service offering. Meeting and exceeding the needs and expectations of customers, traders and residents

Other

Essential

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken (A/I)

Desirable

- Promote a self-motivated, positive and pro-active attitude and approach to all aspects of work