

# **Dunstable Town Council**

## **Community Services**

### **JOB SPECIFICATION**

**Job Title:** Market Porter

**Department:** Community Services

**Responsible to:** Town Centre Services Officer

**Responsible for:** None

#### **Main Purpose of Job**

1. To assist in providing cleaning and portering services which enable the Council to operate its Markets in an efficient, clean, attractive and safe manner.
2. To move the market stalls and associated equipment from their storage location to the market area and erect.

#### **Main Duties and Responsibilities**

1. Move, erect and dismantle market stalls in accordance with Health and Safety regulations and as directed by the Town Centre Services Officer.
2. Assist with the general maintenance of market area, stalls and related equipment.
3. Ensure the security of the market area, container and compound during the opening and closing of the market.
4. Report any damage or defects found in the market area, equipment or materials to the Town Centre Services Officer.
5. To comply with the Council's Health and Safety Policy to ensure the safety of oneself, any member of staff, market trader and member of the public whilst undertaking required duties.
6. Keep the market area to a satisfactory standard, this may include litter picking, sweeping, leaf and ice and snow clearance.
7. To undertake any relevant training as identified by the Town Centre Services Officer.
8. To operate in accordance with Council priorities and comply with policies relating to Health and Safety, Equal Opportunities, Customer Care, and Customer Charter.

9. To deal with colleagues, traders and members of the public openly and fairly at all times.
10. To assist on Council events as directed by the Town Centre Services Officer.
12. To undertake duties as required by the Town Centre Services Officer and perform any other duties that might be reasonably expected from a Market Porter as required from time to time.

## **Person Specification**

### **Essential**

1. Have knowledge of good customer care practices and the ability to communicate positively with the general public, and market traders.
2. Physical ability to lift, carry and perform other physical tasks on a daily basis, within recommended existing manual handling regulations.
3. An approach that mirrors our corporate values.

### **Desirable**

1. Knowledge of relevant Health and Safety legislation in particular that relating to manual handling and a commitment to safe working practices on and around public highways.
2. Experience of working within a market or public service setting.

## **Complexity and Creativity**

The post holder will work under the guidance of the Town Centre Services Officer at all times.

The main duties undertaken by the post holder are routine and repetitive in nature, but are part of high profile front line services which comes under constant public scrutiny and as such delivery needs to be of the highest possible standard.

This role will require the post holder to work early mornings, evenings and Saturdays. The post holder may also be expected to work on town council events.

The post holder's place of work will be the Market area, with the Ashton Square Market compound being the base location.

## **Judgement and Decisions**

The post holder will not be expected to make any decisions of any major significance other than those relating to day to day tasks and will always work under the direction of the Town Centre Services Officer.

**Contacts**

**Internal**      **10%** All Council staff.

**External**      **90%** Members of the public and contractors.