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Job Profile and Person Specification

Post:	Weekend Markets Operative		
Reporting Relationship	Markets Superintendent		
Grade:	Grade 3 Working Context Demands apply Non-Standard Working Practices apply		
Summary of Role:	City Property Markets are an operating arm of City Property (Glasgow) LLP. The Weekend Market Operative will be based at the Glasgow Wholesale Markets in Blochairn as well as assist with external markets at Shawlands and Partick. Main functions being, liaising with traders and members of the public, providing on-site support within the market location(s) and enabling a safe and effective service. Main Duties and Responsibilities The main duties and responsibilities of the role are to: • Collect market charges, allocate space to traders and issue appropriate receipts. • Enforce Market Regulations and ensure the area is available and set up for safe use. • Monitor operation of the area and markets. • Liaise with traders and visitors, and with Council Services and external agencies. • Provide appropriate responses and customer service to visitors to the markets. • Rent collection at weekend markets and reconciliation of income. • Erect and dismantle market stalls. • Record work, incidents, and any appropriate information in the required manner. • When required to drive markets vehicles		
	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications & Training	Full Driving License	English, Maths & another subject at standard grade (credit level) or equivalent Vocational Qualification	☒ Application Form ☒ Interview ☒ Certificates
Skills & Knowledge	Can demonstrate a positive approach to carrying out duties and use solution focused options for problem solving. Strong literacy and numeracy skills Excellent communication and customer service skills.	Security and/or Health and Safety experience. Experience of dealing with the public.	☒ Application Form ☒ References ☒ Interview

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	Ability to work in a fast-paced environment Can demonstrate excellent time management and problem-solving skills.		
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KEY COMPETENCIES

CRITERIA	ESSENTIAL	DESIRABLE	
Personal Effectiveness - Communicating (L1) Self-Development (L1)	Able to listen and communicate clearly and calmly in way that people understand. Can sort out information and process it correctly. Willing to attend and participate in required training.	You choose the best way of communicating (such as writing or face-to-face), and use the right words for your audience and situation	☒ App. Form ☒ References ☒ Interview
Providing Excellent Customer Service - Customer Orientation (L1) Forward Thinking (L1)	Treats customers fairly, consistently and provides a professional, polite and high-quality service. Sorts out enquiries promptly, keeping customers informed with up-to-date information.	Acts on own initiative and sorts out problems.	☒ App. Form ☒ References ☒ Interview
Managing Change-Attitude (L1)	Is open to new ideas and ways of working and is able to see the good that change can bring.	Able to cope with change and handle situations that could initially seem unclear	☒ App. Form ☒ References ☒ Interview

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