**Job Description**

**Market, Market Walk & Bus Station Operative**

**Level: Scale 2**

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| --- | --- |
| **Responsible To:** | **Responsible For:** |
| Market & Town Centre Co-Ordinator | N/A |

To provide a visible, approachable, helpful, and uniformed presence in Markets, Market Walk, the Town Centre, and the Bus Interchange, ensuring visitors, businesses, and residents enjoy a safe, secure, and inviting environment. You will be part of a team dedicated to fostering a vibrant and economically positive town centre.

**About the job:**

As part of the Town Centre Team, you will undertake a broad range of janitorial duties to provide a comprehensive and customer focused service for commercial operations in Chorley Town Centre

**Role:**

Act as the first point of contact for slips, trips, and incidents in the town centre and the bus station, completing relevant documentation.

Maintain the strict behavioural and litter control policies of the company and to carry out cleaning duties as and when required and recording all completed tasks on the daily check sheets.  
  
To carry out janitorial duties at the award-winning Covered Market toilets to ensure our high standards are maintained.  
  
To respond to any reports of spillages and /or defects, taking appropriate corrective measures, such as mopping up and putting wet floor signs out; recording on daily check sheets and escalating to the manager on duty if further action is required.  
  
To erect, dismantle and maintain temporary (gazebo) stalls and all other ancillary services managed by Chorley Markets.  
  
To be available to start work at 5am as and when required to erect temporary stalls for the Tuesday Street Market and gazebo hire events outside of the Council.  
  
To use appropriate control measures for vehicular access/egress to/from the market areas.

To ensure the health & safety of colleagues, traders and the public whilst visiting our facilities by reporting any risks and recording on the daily check sheet any incidents such as slips, trips and falls, escalating to the manager and assist with collating evidence as necessary.  
  
Effectively implement the area’s evacuation procedures ensuring that all members of the public and staff exit the area in case of emergency.

**Responsibilities:**

**Team:**

* Work with colleagues to prioritise team objectives over individual objectives.
* Always Support and respect colleagues.
* Share knowledge and experiences to improve the service.
* Participate in development activities as required.

**Corporate:**

* Carry out duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* An energetic and enthusiastic approach to a customer care and public service-oriented role.
* Actively engage with customer care, value for money, and performance management.
* Ensure duties are carried out in line with our equality scheme.
* Comply with GDPR and data protection legislation.
* Participate constructively in communication and promotional activities.

**Organisational:**

* Be prepared to take on responsibilities and projects relevant to the role but outside the normal work area.
* Commit to the Council’s vision, values, and associated behaviours as detailed in our ‘Leadership Deal,’ including trusting and empowering self and colleagues.
* Support an inclusive culture providing opportunities for everyone to participate and progress.
* Foster effective relationships across all Directorates, with stakeholders and external partners to meet the Council’s priorities and objectives.
* Positively always promote and represent the Council.

**What you will have**

**Qualifications:**

* A good standard of numeracy and literacy demonstrated through qualification or previous experience.
* Basic IT experience in the use of Microsoft Office applications – Word, Excel, Outlook, etc.

**Experience:**

* Previous experience in a customer-facing and janitorial duties
* Experience supporting events.
* Experience of dealing with a wide range of customers (public/stakeholders, etc.).

**Knowledge:**

* Knowledge of the town centre and its facilities.
* Working knowledge of current Health and Safety legislation.

**Skills & Ability:**

* Ability to work under pressure, flexibly, and as part of a team.
* Work across teams in a positive, constructive manner to achieve results.
* Ability to always remain professional.
* Ability to work in all weathers.
* Good and efficient communication skills.
* Basic IT skills, including a working knowledge of Microsoft Word, Excel, and email communications.

**Our Values & Behaviours**

**Customer Focused -** We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking -** We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome