



## JOB DESCRIPTION

<b>Post:</b>	<b>Market Operative, Operations Team</b>
<b>Reporting to:</b>	Operations Manager
<b>Working Hours:</b>	<p>Part time          22 hours per week on Thursdays and Saturdays          6.00am to 6.00pm with a one-hour unpaid break in the middle of the day</p> <p>There is an option to make this a full-time position, working 37 hours per week, with 2 additional 7.5 hour days worked as part of the operations team.</p>
<b>Salary</b> <b>Grade: SCP 6</b>	<p><b>Market Operative only:</b>          Approx. <b>£19,395</b> per annum for <b>22 hours</b> per week          Paid at standard rate of £13.05 per hour          with an additional £6.53 per hour for 13 hours out of the 22 hours as the Market Operative enhancement.          This enhancement covers 6:00 to 8:00am on Thursdays and all 11 hours worked on Saturdays.</p> <p>or,</p> <p><b>Operative, full-time role:</b>          Approx. <b>£29,600</b> per annum for <b>37 hours</b> per week          The market operative 22 hours as above, plus another 15 hours at the standard rate of £13.05 per hour</p>

### MAIN JOB PURPOSE – MARKET OPERATIVE

1. Responsibility for operating the market in accordance with the Market Regulations from 06:00 to 18:00 on Thursdays and Saturdays.
2. To carry out all tasks required by the Operations Manager and the Business Manager to support the aims of Sudbury Town Council.
3. To carry out any other tasks required or set by Sudbury Town Clerk or the Administrative Manager for the benefit of the town and local community.
4. To be a help to the public and an ambassador for the town of Sudbury.

### DUTIES AND RESPONSIBILITIES

5. This is a physically demanding role involving a range of manual handling duties including waste management, moving and setting out traffic management equipment, putting up and taking down gazebos and other market equipment. All training and PPE will be provided in line with current Health and Safety guidance.



6. Achieving Streetworks (Signs, Lighting and Guarding) accreditation and being responsible for safely implementing (and at the end of the day removing) a road closure, welcoming the market traders and ensuring that they set up their stalls in the positions assigned. Ensuring that the market operates safely and efficiently throughout the day, including moving waste and recycling bins to and from the Town Hall. Ensuring that the traders closedown and leave the market on time and then reopening the road to traffic, in accordance with our Market Regulations.
7. Street cleansing duties including cleaning the Gaol Lane and Hamilton Road public toilets. This includes unlocking, cleaning and restocking the public toilets throughout market shifts, when scheduled, or when the dedicated staff are away on leave or sick. You will also be required to ensure the Market Area is free of rubbish throughout your shift.
8. Event support: In addition, you will be required to work at least 4 Sundays / Bank Holidays per year covering all operational duties associated with running Sudbury's public events and speciality markets. These are paid at double the standard rate.
9. Working to a schedule, as part of the Operations Team, to ensure Sudbury Town Centre, in addition to the designated Market Place, is at all times kept clean to the highest possible standards. Duties include but are not limited to: litter picking, sweeping, operating the Billy Goat Road Sweeper, weeding, emptying cigarette and gum bins, cleaning street furniture and painting where required.
10. Putting up and taking down decorations, tents, marquees, stalls, fences or other equipment as required in Sudbury. This will require occasionally working at heights.
11. Maintaining the power tools and manual equipment provided for the job in a usable condition and arranging for their repair, or where necessary their eventual replacement, as authorised by a Manager or the Town Clerk.
12. Locking and unlocking facilities operated or owned by Sudbury Town Council. Identifying potential public security issues within Sudbury and contracted councils.
13. Clearing up litter and various waste materials (including dog fouling) around the market area.
14. Portraying a positive image of Sudbury Town Council and its partners. This requires all staff to be clean and smartly dressed in the uniforms and protective equipment supplied by Sudbury Town Council. All Operations Team members are required to display a positive, friendly and helpful attitude when engaging with the public. This includes not taking breaks in view of the public whilst wearing Council uniform.
15. Utilising powers of enforcement as granted to the Town Council by the police under the Community Safety Accreditation Scheme (CSAS), alongside any other powers of enforcement, as may be delegated to the Town Council, to combat crime.
16. To attend relevant training courses as may be required by the council. To ensure that all required certifications relevant to the job role are obtained and kept updated. This includes but is not limited to Roads and Streetworks qualification, Standpipe qualification, all Safeguarding, etc.



17. To work as safely as possible having regard to other members of staff and the public in accordance with all risk assessments and the Health and Safety at Work Act 1974.
18. Helping with seasonal events including operating stalls, which can include dressing up, and helping to promote the spirit of the event.
19. Collecting and/or removing any illegal posters/notices/signs etc. erected around the town.

### **Additional duties for candidates applying for the full-time position:**

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20. Working with the Operations Team to carry out the grounds maintenance of all areas under the control of the Town Council including, but not limited to, the cemetery, the Croft, Mill Acre and other churchyards.
21. Burials at The Cemetery: Checking that the grave digger has completed his work according to the booking. Opening and tidying the chapel before a funeral. Welcoming the funeral director, confirming the details of the burial in the record book and guiding the funeral director to the grave site. Remain in the background during the funeral in case there are problems. Signing the interment certificate, putting away any equipment and locking up. The Operations team are also responsible for digging cremated remains plot under the direction of the senior management team.
22. The Allotments: Conducting allotment inspections and recording any issues. Turning over the soil in allotments when there is a change of tenant.
23. Venue Hire: Assisting in setting up rooms in the Town Hall and any other council buildings when they are required to be hired to a third party.
24. To support the maintenance Sudbury Town Council's floral displays, including watering town centre floral displays utilising harvested rainwater collected from our IBC units where available.
25. To undertake duties to recycle or reuse waste from our market, cemetery, and allotments including composting, chipping and mulching (hot composter facilities provided) and reusing in our public floral displays and community and school garden projects.
26. Reporting abandoned vehicles to the appropriate authority.
27. Reporting unauthorised commercial activity on any Council (Town, District or County) property.
28. Ensuring that all vehicles being used by the Operations Team are cleaned regularly, inside and outside. This should be as often as necessary to portray a positive image of the council and its partners.
29. Responding to complaints from members of the public as directed by The Operations Manager, or other manager.
30. Disposing of all items collected at the waste contractor's local depot in accordance with the issued waste sheet.



31. Carrying out estate or community inspections as required.
32. To fulfil any basic office duties relevant to the role including, but not limited to, production of leaflets, printing, laminating, listening to and processing voicemails, processing and responding to emails within the generic email inbox etc.
33. To be able to operate the graffiti machine to aid in eradicating graffiti that has been reported to the Council.
34. Replenishing notice boards with information in Sudbury and contracted parishes.
35. To cover the roles of cleaning or door-keeping at the Town Hall, when required to cover periods of sickness or holidays.
36. The normal working week is 37 hours, with 22 hours worked on Thursdays and Saturdays operating the Market and the remaining 15 hours worked over two other weekdays. 30 or 60 minutes to be taken each day for lunch which is not part of the working hours. On non-market days, working hours will vary depending on the nature of the tasks required.

Most of the Operations Team work is between 8:00am and 5:00pm Monday to Fridays, with Thursday and Saturday worked from 6:00am to 6:00pm. Weekly schedules will vary depending on the tasks, but applicants must be willing to work some early mornings, late evenings and Sundays when necessary. Operatives working on Market duties are paid at an enhanced rate 6.00am – 8.00am on Thursday and 6.00am – 6.00pm on Saturday. All other hours worked between 6:00am to 10:00pm on non-market weekdays are 'normal working hours' and are paid at the standard rate. Pay will be enhanced to one and a half times the standard rate for any other work required between 10pm and 6am Monday to Saturday and to twice the standard rate between 10:00pm Saturday, through Sunday, to 6:00am Monday and on bank holidays.

The work will be scheduled to meet the fixed tasks and the weather conditions. In addition to the fixed Market shifts, there is likely to be a combination of;

- a. Standard shifts 8:00am to 4:00pm (7½ working hours with a ½ hour break)
- b. Early or late shifts 6:00am to 2:00pm or 2:00pm to 10:00pm (7½ working hours with a ½ hour break)
- c. Occasional night shifts 10:00pm to 6:00am (7½ working hours with a ½ hour break)
- d. Long working days with time off in lieu to maintain the working week of 37 hours. (e.g. Two days of 6:00am to 6:00pm and two days of 8:00 to 4:00pm, with three days off.)

There will be a schedule of working days produced well in advance, but changes may be required if staff become unavailable at a late stage.

#### **ADDITIONAL INFORMATION**

37. This job requires an enhanced level DBS Check.



38. This job will participate in planning for emergencies in terms of response to, or maintaining business continuity during, an emergency. It is expected that when requested to do so the jobholder will temporarily, but immediately, cease their normal role to support the emergency planning or response activity.

40. This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes within the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

27 February 2025



**Person Specification – Market Operative / Operations Team Member**

Methods of assessment: Application (A), Interview (I), Certificate (C)

The successful candidate will demonstrate that they can meet the following specifications:

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>	Streetworks qualification (this may be gained after employment but must be obtained during the probation period)	5 GCSEs at grade 'C' and above including English and Maths or equivalent.  HSE First Aid or equivalent.  Current full Driving licence.  No endorsements on driving licence.	A, C
<b>Experience</b>	Experience working outdoors, preferably on outdoor markets / events or in a street care role.	Experience of working with local communities and community groups and dealing with the public face to-face.  Experience in a customer facing role.  Experience in using a small tractor for grass cutting and other grounds maintenance power tools.  Experience of using computers in the work environment with confident IT skills including using Microsoft packages (including Teams) and email.  Qualification and or experience in Neighbourhood/Youth Engagement	A, I



<b>Skills &amp; Knowledge</b>	<p>An active team player, with ability to work on own initiative.</p> <p>Confidence and ability to communicate with people of all ages and backgrounds.</p> <p>A passion for preserving and enhancing our local environment.</p> <p>Ability to remain calm in potentially stressful situations.</p>	<p>Knowledge of role of all three tiers of local authority and Sudbury Town Council's responsibilities.</p> <p>Knowledge of environmental issues and a passion for making positive eco-friendly changes in our ways of working.</p> <p>Excellent verbal and written communication skills.</p> <p>Ability to write reports and provide statements with assistance.</p>	A, I
<b>Personal Attributes</b>	<p>A positive 'can-do' attitude.</p> <p>Ability to work with minimum supervision.</p> <p>A good general level of physical fitness.</p> <p>Enjoys working as part of a team.</p>	<p>A problem solver.</p> <p>Attention to detail and using your initiative.</p>	A, I
<b>Other</b>	<p>A commitment to undertake all training courses required for the role, including but not limited to: Street Works Certifications, MWEP (Mobile Works Elevated Platforms) licence, First Aid, Standpipe, Health &amp; Safety Training.</p> <p>To acquire an Enhanced DBS check under Child and Adult Workforce.</p>		A, I

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