

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Northampton Town Centre Assistant

Economic Growth & Inward Investment,
Place, Economy & Environment

Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Northampton's historic market is undergoing an exciting period of regeneration, and we are looking for a dedicated and enthusiastic Town Centre Assistant to help deliver a high-quality, welcoming, and well-managed market experience for traders, residents, and visitors alike.

As a Town Centre Assistant, you will play a key role in the day-to-day running of the market, working closely with traders to ensure their needs are met and that the market operates smoothly, safely, and in line with council policies. This is a varied and hands-on role that combines operational duties with customer service and community engagement.

The impact of this role is both practical and strategic, contributing significantly to the vitality of the town centre and success of local businesses. The role will deliver direct daily support to traders, being responsive & approachable to build trust, encouraging retention & satisfaction. This role will ensure that the market is clean, safe and welcoming, contributing to a positive public perception of Northampton's Town Centre to ensure a well-run market is benefited by all and events are delivered safely and successfully.

Accountable to:

This role is accountable to the Northampton Town Centre Manager. The role sits within the Economic Growth and Inward Investment Service, part of the Place, Economy & Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. Assist with the daily setup and takedown of market stalls and equipment, liaising with any contracted suppliers to ensure the daily requirements are covered from an operational perspective.
2. Monitor cleanliness and presentation of the market area, reporting any issues promptly.
3. Assist with administrative tasks such as stall bookings, trader communications and incident reporting.
4. Regular monitoring and maintenance of the pop-up power suppliers, cleaning the unit regularly, to ensure it remains both functional and damage free.
5. Daily checks and maintenance of the water feature, liaising with the specialist when needed.
6. Cleanliness related to the pop-up stalls, fixed stalls and wider area of the Market Square using the "Doff" machine to clean stains and graffiti.
7. Complete and record the flushing regime of all taps to fulfil the legal requirement of this function.
8. Basic maintenance of the manually operated bollards to ensure cleanliness and functionality.
9. Monitor and replenish spares kept in the storage area.
10. Liaison with the contractors procured to work on the Market Square to support activities related to day-to-day maintenance, safety and cleanliness.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent verbal and written communication skills for engaging with traders, the public, and colleagues.	E	A/I
Strong organisational skills with the ability to manage multiple tasks and priorities effectively.	E	A/I
Ability to work independently and as part of a team in a fast-paced, outdoor environment.	E	A
Practical problem-solving skills and the ability to remain calm under pressure.	E	A
Physically fit and capable of manual handling tasks, including setting up market stalls and equipment	D	A
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A/T/I

Knowledge:	Essential / Desirable	Measured by
Awareness of health & safety practices relevant to public spaces and market operations.	E	A
Understanding of customer service principles and public engagement.	E	A
Familiarity with local authority procedures, market regulations, or event logistics.	D	A
Knowledge of Northampton town centre and its community.	D	A

Relevant experience:	Essential / Desirable	Measured by
Experience in a customer-facing role, ideally in markets, retail, events, or public services.	E	A
Experience supporting or coordinating public events or outdoor trading environments.	E	A
Experience maintaining records, handling bookings & supporting compliance processes.	E	A
Experience working with small businesses/traders	D	A

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSEs (or equivalent) in English and Maths	E	D
Full UK Driving licence	E	D
Manual handling/First Aid training (or willingness to undertake	E	D
Health & Safety or food hygiene training	D	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	Market Square Office
Job family band:	WNC band 3	Worker type:	Part-flexible
Salary range:	£26,914 - £27781	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type. This means that you will have a specific work location, but also have the ability to work from other locations to meet the demands of your role.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

