

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Northampton Town Centre Officer

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:

The Town Centre Officer plays a vital role in the day-to-day management and coordination of the Northampton Market, including events on the Market Square. This includes overseeing operational logistics, ensuring trader compliance and maintain a safe and welcoming environment for both traders and visitors.

The postholder will be responsible for operational oversight, coordinating the setup and breakdown of market stalls, managing cleanliness and infrastructure. They will act as the primary contact for market traders, supporting the onboarding of new traders, fostering dynamic relationships and fostering a collaborative market culture.

The impact of this role supports local enterprise and drives local footfall and spend, as well as generating revenue for the Council to reinvest in service delivery. Plus, this work will foster community engagement, promotes inclusion and encourages healthy living ensuring public safety and contributing to town centre regeneration.

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. Market operations management – coordinating the daily setup, running and breakdown of market stalls. Ensuring the Market Square is clean, safe and well maintained as well as monitoring infrastructure and equipment, reporting faults or hazards promptly.
2. Act as a main point of contact for market traders, assisting the Northampton Town Centre Manager with trader onboarding, licensing and compliance.
3. Oversee wider team activities on the Market Square including admin, marketing and operational activities day to day.
4. Conduct regular checks to ensure compliance with health and safety regulations, maintaining accurate records of risk assessments and incident reports and ensuring traders adhere to council policies & trading standards.
5. Maximise occupancy of market stalls to optimise income generation, as well as enabling effective delivery of events on the Market Square to increase revenue.
6. Monitoring and record stallholder payments, ensuring timely collection of rents and fees.
7. Responsibility for the Market Trader's billing systems as well as CRM of trader information, leading on data sourcing and analysis relating to market attendance, trader satisfaction, income and occupancy. Providing regular reports to inform strategic planning and improvements.
8. Assist in the planning and delivery of events and markets within Northampton Town Centre, coordinating logistics and ensuring smooth operation during events.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. 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
Strong interpersonal & communication skills	E	A/I
Ability to work independently & manage competing priorities	E	A
Problem-solving and conflict resolution skills	E	A
Competent using Microsoft Office & Digital Tools	E	A
Ability to analyse data and produce reports	E	A
Marketing and social media skills	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
Understanding of health and safety, licensing and trading standards	E	A
Awareness of the role of markets in local economic development	E	A
Knowledge of Northampton's local economy & community landscape	D	A
Familiarity with local government procedures & policies	D	A

Relevant experience:	Essential / Desirable	Measured by
Supporting & managing public-facing services and events	E	A
Working with traders, small businesses and community groups	E	A
Handling operational logistics and safety procedures	E	A
Experience co-ordinating markets and events	D	A
Income generation and budget monitoring	D	A
Understanding of systems for budget & customer management	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
First Aid	D	D
Relevant vocational qualification (e.g. NVQ in Events or Business)	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 Officer
Job family band:	WNC band 5	Worker type:	Part-flexible
Salary range:	£31,324 to £33,017	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

When potential is unlocked, talent *thrives*

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.

