

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Operational Support Officer
DIRECTORATE:	Neighbourhood & Housing
SERVICE:	Markets/Street Trading Service
GRADE:	SC5
LOCATION:	Ridley Rd office, Market and Street Trading sites across the borough of Hackney
RESPONSIBLE TO:	Service Area Manager Markets, Principal Licencing & Development Manager
RESPONSIBLE FOR:	No direct reports

PURPOSE OF THE JOB:

The Operational Support Officer provides high-level support to the Markets management team in the organisation, administration and effective running of the markets service area including the provision of key statistical data related but not limited to pitch occupancy, income, arrears, commodities and container storage.

To be responsible for the effective administration of Markets, shop front and street trading licence applications and deal with Licencing Interviews, enquiries and complaints on a face to face basis with potential and existing service users.

To deliver a best in class level of frontline service when taking payments, processing transactions and performing reconciliation promptly and accurately on a daily basis, reporting discrepancies and issues as they arise.

To liaise with market service officers on a daily basis to carry out pitch allocations, Process licence applications, Advise on license expiry notices and administer the container storage application process.

MAIN AREAS OF RESPONSIBILITY:

The post holder will be responsible for the following:

General

1. To be the first point of contact for the Markets Service area, providing a quality of service that is of a high standard and courteous in person, on the telephone and e-mail support from 7am – 7pm Monday to Sunday.
2. To co-ordinate the booking of meeting rooms, manager's diaries and act as minute taker for meetings within the Markets management team ensuring prompt distribution thereafter.
3. To provide HR support to the Markets management team, including the logging and monitoring of annual leave and sickness. Recording, monitoring and validation of timesheets and the compilation of HR correspondence.
4. To provide recruitment support to the Markets management team in organising adverts and interviews. Planning and administering new entrant service inductions.
5. To assist the Markets management team in compiling and monitoring Health and Safety plans including business continuity plans.
6. To deal with customer enquiries and complaints and collate complaints data for the Markets service area manager.
7. Use the Google Suites of products to produce correspondence for the Markets Service area as required.
8. Administer and control stationary within the Markets service area and process purchase orders.
9. Support the Markets management team to achieve effective audit compliance.
10. Maintain the standard and Cleanliness of the office to a high standard at all times.

Markets Specific

1. To provide a full licencing, administrative and finance function for both the Markets & Street trading and Shop Fronts arms of the service within agreed framework.
2. To process all markets and street trading licences within target timescales and advise traders on the application process and the customer journey.
3. To process licence payments directly from traders through all channels: telephone, online and face to face and provide up to date information with respects to invoices.
4. To provide general customer services, advice and information to the public, local business, members and other council officers as directed, with regard to all activities carried out by the markets service when licencing traders.

5. To provide trader recruitment support by booking in and participating in trader search, selection and interview processes. Providing written confirmation of licencing decision following interview with 14 days of interview to trader.
6. Manage & facilitate the collection of all proof of eligibility and documentation as part of licencing process and complete licence applications within agreed timescales.
7. Monitor markets and street trading debt on a weekly basis working in conjunction with the Corporate Credit control team. Ensure that correspondence is sent to chase outstanding debt and escalate through the debt escalation process where necessary.
8. Organise and administer the Markets Advisory Board and Officer Licencing Panel on a monthly basis.
9. Ensure the reconciliation of each market is completed daily and undertake monthly reconciliation between market attendance and income received.
10. Maintain and update the Markets service occupancy tracker and send updated tracker to market service management on a weekly basis
11. Update & Maintain the Markets & Shop fronts licencing system is accurate and up to date with trader, assistant, market and licence information.
12. Maintain the market trader database of licences to trade, Public liability insurance, trader and trader relevant certifications eg food hygiene and electrical PAT test records etc. Ensuring renewals are sent out in time and cover remains up to date at all times.
13. Maintain a database of potential new traders and commodity needs per market.
14. Maintain & update the markets enforcement database and track all Enforcement action taken within Hackneys markets and street trading sites.
15. Collecting stall/pitch fees and related financial administration including banking and record keeping.
16. Manage internal and external communications with the Markets and street trading service area.
17. Act as first point of contact to Service Users and Customers for the Markets service area from 7am – 7pm Monday to Sunday on a rota basis and promote Hackney markets to encourage new trader applications.
18. Provide administrative support to the Market Strategy and Development Officer and the Markets and Street Trading Service team.
19. Support on creation and delivery of digital content for the markets service to be published via online social media platforms to promote and enhance the desirability of the markets
20. Work flexibly attending various markets and street trading sites throughout the borough to process payments.
21. Liaise with market inspectors on a daily basis to co-ordinate pitch allocations.

22. Administer and monitor the container storage application process.
23. Provide regular statistical reports to Markets management relating to key performance indicators within the Markets service area such as pitch occupancy, income, commodities and container storage.
24. Flexible and able to work at weekends and evenings, according to business need
25. Operates with a very high degree of professionalism and is able to effectively engage with a wide range of stakeholders
26. Committed to remaining customer focused and task oriented, in order to deliver the service to the highest standards.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post.

Person Specification

SKILLS AND ABILITIES:

1. To have grade C or above in GCSE (or equivalent) in English and Mathematics
2. Ability to use wide range of office systems efficiently to support the Management team and their tasks and activities.
3. Ability to use initiative in problem solving and decision making for the good of the Service, considering implications and providing appropriate advice.
4. Ability to effectively support project teams, including ability to act on own initiative, make decisions and meet tight deadlines.
5. Proficient in the use of the Microsoft Office suite of products.
6. To possess excellent letter and report writing skills with the ability and confidence to communicate with a diverse range of stakeholders at all levels.
7. Experience of organising and prioritising a variety of large workloads with challenging deadlines.
8. Ability to take accurate minutes and distribute promptly thereafter.
9. Excellent numeracy skills including the ability to interpret data and highlight issues.

10. Knowledge and understanding of administrative, secretarial and support systems in a large dynamic organisation.
11. Knowledge and understanding of current issues facing public sector management e.g. customer service, financial pressure, performance etc.
12. Proven track record of successful secretarial administrative work and office management.
13. Willingness/ability to work out of hours.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.