

# LONDON BOROUGH OF HACKNEY

## *Job Description*

<b>POST TITLE:</b>	Markets Service Officer
<b>DIRECTORATE:</b>	Climate, Homes & Economy
<b>SERVICE:</b>	Markets, Shop Fronts & Street Trading Service
<b>GRADE:</b>	SC5
<b>LOCATION:</b>	Ridley Rd office, Allocated to specific Market and Street Trading sites across the borough of Hackney
<b>RESPONSIBLE TO:</b>	Markets Manager , Senior Markets Service Officer
<b>RESPONSIBLE FOR:</b>	No direct reports

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### **PURPOSE OF THE JOB:**

The post holder is responsible for providing an efficient & effective, high-quality front-line service to new and existing service users and customers of Hackney's Market and street trading sites, as a first point of contact through effectively interacting with traders and stakeholders to quickly, calmly and confidently address customer issues with service, delivery, solve problems and increase overall customer satisfaction.

Initiate appropriate, advisory or informative actions prior to enforcement action being escalated within the areas of responsibility with the aim of ensuring the successful performance of the markets and street trading activities as well as securing safe, clean and efficient market areas.

Support the Market Manager and Senior Markets Service Officers on a daily basis in undertaking income generating activities, service delivery and managing effective service user and customer relationships. Provide onsite facilities management services to the traders and ensure the delivery of services in accordance with customer service standards, policies and procedures.

To assist with the operational management of licensed street trading related activity within the borough's public street markets and to work within the regulatory framework in order to deliver high quality public street markets which meet the council's aspirations with regard to sustainable growth and economic development.

The responsibility will also include regulating activities within the borough's markets in accordance with legislative requirements and agreed policies and procedures.

## **MAIN AREAS OF RESPONSIBILITY:**

1. To work a varied shift pattern which will incorporate working from 7am to 10pm Monday to Sunday including mandatory weekend working every Saturday and/or Sunday where directed by your contractual agreements. This also includes late nights and the occasional public holiday, in order to meet the service requirements.
2. To undertake regular patrols and be visible at all times on the market and surrounding area, Monitor the activities of traders, assistants and other parties on the market and initiate appropriate action where these activities do not conform to legislative, licence and or other requirements and agreed Council policies and procedures. To ensure maximum visibility the expectation for front line officers is to be present and accessible on the market for 80% of the trading day.
3. Carry out regular checks on adherence to regulations of stall sizes, commodities, checking traders' licences and attendance and explaining market regulations to traders.
4. To keep records on daily attendance of traders, conduct, and of any verbal warnings issued and any street cleansing concerns.
5. To report defects in the structure and fabric of the market that may cause a health & safety concern and progress remedial action
6. To carry out daily administrative tasks for each market site in line with the service policies and procedures front line officers are required to spend 20% of officer time undertaking back of house duties.
7. Support in identifying new market trading locations and trading opportunities and actively seeking out new businesses and traders to trade in both new and existing sites.
8. To develop and maintain positive and effective working relationships and lines of communication between all the market service teams and the market or street traders and other retailers to maximise the trading potential and shopping experience of each market.
9. To be the first point of contact for the public, face to face or on the telephone, for advice and assistance with complaints, dealing with them sympathetically using initiative to resolve problems and liaise with traders on their behalf where appropriate.
10. To develop open and positive communications with licence holders in order to identify traders with strong commodities or market trading skills and experience who could play a key role in the trader mentoring and development programme.
11. To represent the Council by providing a professional, consistent and right for the time front line service to traders and service users at all times
12. To ensure the setting up and closing down of all markets, including assisting traders accessing and assembling stalls is delivered within the timings stipulated in the terms and conditions that underpin each market and licence.

13. To liaise with the public, dealing with onsite enquiries concerning market trading management matters and report as appropriate.
14. Advise traders appropriately when identifying any breaches before highlighting breach to the Senior Markets Service Officer or Market Management to undertake enforcement action and the issue of a fixed penalty notice.
15. To maintain excellent communications with market traders, external property owners attached to the market, members of the public, emergency services, contractors and any other visitors to Hackney's Markets. Handling of complaints, enquiries or incidents as the lead contact on site.
16. To provide advice and guidance to the public, local businesses, elected members, other Council officers on street trading related matters, and respond to service queries and complaints as directed by the Markets management.
17. Conduct the monitoring of licensee attendance & activities on the markets and registering their attendance highlighting and contacting any licensee who does not meet the current attendance legislation as per the terms & conditions. Highlight any traders who are in breach and progress case for disciplinary action to Service management.
18. To undertake consistent, proportionate, targeted, accountable and transparent enforcement action, in accordance with best practice advice and guidance and enforcement policies, commensurate with the grade and post, to resolve any identified non-compliances. This will include seizing and suspending goods, preparing and serving statutory and fixed penalty notices, simple cautions and other legal documents, and preparing files of offences investigated to recommend for prosecution commensurate with the scheme of delegation.
19. Attend the Officer Licencing Panel (OLP) when required to do so to submit or provide a statement or enter in evidence in the event of a licence holder being invited to attend an OLP hearing.
20. Prepare reports, provide statements and give evidence as required to address breaches of legislation and/or licence conditions and to attend court to act as a witness for the London Borough of Hackney.
21. Identify commercial and income generating opportunities within the market or surrounding area in order for the service to maximise on all income generating opportunities and continue to grow the service and provide the very best value for our service users and the communities in which we serve.
22. Monitor and maintain limited delegated budgets including the handling and processing of payments, event fees, other miscellaneous income and financial data.
23. Ensure trading takes place in accordance with the licence issued and legislative and other requirements; taking effective action to deal with any illegal trading activity inside or outside of market areas.
24. Ensure the market is regularly cleaned and litter and waste collected by waste operatives in accordance with agreed procedures, standards and methods, by supervising the raiders,

assistants and waste operatives in their day to day tasks.to ensure they are fully compliant with agreed waste cleansing licence conditions.

25. To promote and comply with the Council's Equal Opportunities Policy in the opposition to and eradication of all forms of discrimination and ensure all services are accessible to all users.
26. To monitor and inspect electrical and/or water provision in market areas to ensure these remain in good working order.
27. To ensure that traders' vehicles, set ups or goods do not obstruct the public highway in the market area and surrounding side streets, except when loading/unloading at permitted times.
28. To issue daily pitches and take credit/debit card payments from temporary traders strictly in accordance with current policies and procedures, assessing competing demands for limited pitches, carrying out the relevant administration in respect of this.
29. To ensure all traders have paid the correct daily or additional trading fees and log payments and comments in the daily reconciliation sheets accurately.
30. To support the finance officer in the debt recovery and arrears management process by undertaking the collection of arrears payments on an ad hoc basis or when directed to do so.
31. To ensure all barriers and/or gates in market areas or surrounding roads are closed/opened in line with agreed market times.
32. To provide information required by the management team to support any reporting processes for which they have an overall responsibility.
33. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
34. To achieve and exceed performance targets set in respect of pitch sales, occupancy growth, case management and enforcement activity.
35. To have an awareness of the organisational context and commitment to the Council's organisational values and beliefs.
36. To undertake any training/development as required in consultation with the Markets Manager & Senior Markets Service Officers and with their advice and assistance, develop own skills after initial training.
37. Support management in the continuous development and improvement of efficient working practices and market initiatives.
38. Attend market areas during hours and days appropriate to each market, to maintain a continuing presence, maintain trading records and take appropriate action to ensure trading is well regulated.

39. To advise traders of their duties and responsibilities in relation to their trading agreement/s. To issue cautions and where necessary report any infringements to the Markets Manager, Senior Officers and service management for Enforcement action to be taken.
40. Keep fully conversant with all trading legislation, prescribed policies and procedures and act in accordance with these and ensure trading takes place within these and the licence issued.
41. Provide advice and assistance to service users including the resolution of disputes that may arise between them in relation to the use of pitches.
42. To undertake any other duties of a similar nature which may arise from time to time, which are commensurate with the grade of the post and within the capabilities of the post holder.
43. To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.
44. To support in the gathering of intelligence and evidence for use by other regulatory services.
45. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the service
46. To develop and improve communications with the local community, trader's associations and other Council departments.
47. To assist in progressing projects and development of individual street markets, street trading and associated regeneration.
48. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations
49. These responsibilities may vary from time to time in accordance with the needs of the service. The post holder is required to work flexibly in undertaking the duties and responsibilities of the post as directed by the Service Area Manager in order to assist with the delivery of a responsive Markets and Street Trading service which meets the demands placed on the Council. The post holder is also expected to work outside of normal hours, including carrying out inspections and enforcement and other activities associated with the post in the early morning, in the evening and at weekends, as required.

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

### PHYSICAL EFFORT AND WORKING CONDITIONS;

**Outdoor working** - Post holders are expected to be on or near the market at all times in all weather conditions.

**Physically demanding** - Role involves walking or standing for most of the day. There is also an element of manual handling.

### **LONE WORKING;**

**Aggressive / irate behaviour** - The job holder is expected to have a good awareness of what is going on, to pre-empt potential conflict and be able to diffuse pressurised situations using his/her negotiation skills and experience. They should have a good appreciation of personal safety.

### **SKILLS, ABILITIES AND KNOWLEDGE:**

1. Excellent communication and interpersonal skills.
2. Excellent negotiation and persuasion skills (mediation and conflict management)
3. The ability to work confidently and independently in the public domain, whilst representing the Council.
4. High levels of numeracy and literacy (to handle cash accurately).
5. Competent working with IT, in particular Microsoft Office.
6. Keeping records methodically and accurately. The ability to carry out site inspection and move across ground in inclement weather.
7. The ability to manage time and work under pressure.
8. Organising work activities and following procedures.
9. Ability to communicate well at all levels, resolving problems quickly, by formulating solutions calmly and with patience.
10. Punctual, methodical, courteous, precise, accurate, conscientious, honest and reliable with a positive attitude.
11. Ability to work on own initiative with a very minimum level of supervision but equally able to make a positive contribution to a team environment.
12. Ability to think strategically.
13. Flexible approach to working hours, able to attend on event days, evenings and weekends when necessary.
14. To have a thorough understanding of relevant legislation associated with the market and street trading function including Local London Authorities Act, Council Bye-laws, and a working knowledge of the licensing Act, Health and Safety legislation, and Environmental Health and Trading Standards issues.
15. Ability to identify problems and initiate action quickly and effectively.
16. Ability to work to strict auditable guidelines.
17. Able to produce concise and comprehensive reports.
18. Strong customer focus with good communication skills, both written and spoken, including ability to communicate sensitively with a range of people at different levels
19. Able to demonstrate innovative thinking with regards to new initiatives or problem solving.
20. Having a high standard of English grammar and composition.
21. Be able to demonstrate a personal and professional approach which generates credibility, respect and confidence amongst colleagues and senior members of the organisation, the Council and other stakeholders.
22. Ability to demonstrate a strong desire to succeed in delivering high-quality front-line service.

### **DESIRABLE CRITERIA**

To hold a full clean driving licence for Category "B" vehicles with a manual transmission.

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