

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE: Licensing & Operational Support Officer

DIRECTORATE: Climate, Homes & Economy

SERVICE: Markets, Shop Fronts & Street Trading Service

GRADE: Indicative SC6

LOCATION: Ridley Rd Office, Market and Street Trading sites across the borough of Hackney

RESPONSIBLE TO: Licencing & Commercial Services Manager / Licensing & Business Support Manager

RESPONSIBLE FOR: No direct reports

PURPOSE OF THE JOB:

To play a key role in the design and operational delivery of a wide range of statutory Licensing focused initiatives; which deliver positive commercial growth and community safety outcomes on behalf of Hackney residents , businesses, stakeholders and partner organisations and implement and enforce appropriate legislation in order to establish and maintain a fair, consistent and transparent licensing process.

Assisting in ensuring the Council meets its statutory obligations with regard to markets, street trading, shop front and pavement licence related applications across the borough. Primarily office based, processing applications and providing assistance and advice/support to the Markets, Shop Fronts & Street Trading officers, other Council enforcement officers, licence applicants and holders, Ward Members, members of the public, senior managers and other members of the licensing team. Processing street trading designation applications as well as private operator licences, new applications , variations to ; and temporary markets, shop fronts and street trading licence applications.

Dealing with enquiries about prospective licensed street designation, licence applicants & licence holders, their legal representatives, members of the public, Members and senior managers. Maintaining up to records with regard to licence grant & renewal dates and that relevant fees have been paid by the due date.

Assisting licence applicants and holders to work out relevant fees, based on the approved fees & charges schedule. Ensuring all types of licences, both temporary and permanent across the borough are issued in a timely and accurate manner. To keep a weekly check on payments for Market pitch fees and for rental

arrears and to take steps to recover fees due when arrears are identified.

To liaise closely with and provide a range of advice & assistance to the Markets , Shop Fronts & Street Trading teams , other Council Enforcement Officers, the Principal Licensing & Commercial Manager and the Service Area Manager to ensure the effective operation of the Council's Licensing & commercial trading functions & responsibilities, primarily with regard to markets, shop front and street trading operations across the borough.

To undertake the administration and determination of licences, as part of the licensing and registration functions administered by the Council, so as to ensure compliance with statute, performance targets and policies, so as to provide an effective, efficient and responsive service for customers and the public. As a Licensing & Business Support Officer you will 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 liaise with market service officers on a daily basis to carry out pitch allocations, Process licence applications, Advise on licence expiry notices and administer the container storage application process.

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.

MAIN AREAS OF RESPONSIBILITY:

The post holder will be responsible for the following:

Business Support

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 Including mandatory weekend working every Saturday and/or Sunday where directed by your contractual agreements. This also includes the occasional public holiday, in order to meet the service requirements.
2. To coordinate 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 maintain accurate records of all supporting and ancillary information to assist in the effective provision of the Council's licensing functions/duties.
5. To provide recruitment support to the Markets management team in organising adverts and interviews. Planning and administering new entrant service inductions.

6. To assist the Markets management team in compiling and monitoring Health and Safety plans including business continuity plans.

7. To deal with customer enquiries and complaints ensuring responses are provided in line with the Council's response times and collate complaints data for the Markets service area manager.

8. Use the Google Suites of products to produce correspondence for the Markets Service area as required.

9. Administer and control stationary within the Markets service area and process purchase orders. 10.

Support the Markets management team to achieve effective audit compliance.

11. To manage the council's customer-facing inboxes ensuring accurate and high quality responses are provided at all times.

12. To operate procedures efficiently and effectively, including keeping financial records, filing, scanning, photocopying, collating and preparing documents for dispatch and for committee hearings/meetings etc.

13. To input and extract information from IT systems, the Internet and the Council web site, including providing statistical reports and information required for Freedom of Information requests and other relevant enquiries.

14. To perform administrative functions on behalf of the team in respect of procurement (purchase orders), incoming fee payments, invoices and refunds and other financial documents, stationery ordering and maintain accurate records on behalf of the team in respect of training records, sickness absence and annual leave.

15. To ensure incoming post and telephone and e mail enquiries directed to the Licensing Team are responded to and dealt with within corporate response times.

16. To assist in the training and supervision of new team members, temporary administrative officers, apprentices, students and work experience placements.

17. To represent the Licensing Team at meetings with internal and external customers & stakeholders when required and articulate legal and procedural licensing obligations as relevant.

18. Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

19. Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Licensing Specific

1. To be the first line of customer contact with applicants or their solicitors/agents with regard to errors on applications and To deal with enquiries and take service requests from the general public and liaise with applicants or their solicitors/agents whilst applications are at consultation stage.
2. To ensure the efficient & timely processing of all licensing/registration/permit applications that the team is responsible for and the effective maintenance of licence, registration and permit records once issued where there are no objections once statutory timeframes have elapsed.
3. To provide a full licensing, administrative and finance function for the Indoor Market, Markets & Street trading and Shop Fronts arms of the service within the relevant licensing frameworks.
4. To process all types of licences within target timescales and advise existing and prospective licence holders on the application process and the customer journey.
5. Prepare, develop and implement procedures relating to the Licensing, administrative and finance functions within the service e.g. incoming and outgoing post, telephone calls/messages, facsimile facilities, filing, scanning etc
6. To process licence payments directly from licence holders through all channels: telephone, online and face to face and provide up to date information with respects to invoices.
7. 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 licensing traders.
8. To provide trader recruitment support by booking in and participating in trader search, selection and interview processes. Providing written confirmation of licensing decision following interview with 14 days of interview to trader.
9. Manage & facilitate the collection of all proof of eligibility and documentation as part of licensing process and complete licence applications within agreed timescales.
10. To be able to manage priorities and process high volumes of licenses and any related enquiries are actioned accurately and in line with the Council's SLA's.
11. To Support the Senior market manager and the Market/Street Trading Managers review all trader interest forms and site specific applications to increase occupancy and income generation in all of our markets and street trading sites.
12. To support the Service generate income by promoting permanent licence applications in line with the legislation LLAA 1990.

13. Organise and administer the Markets Advisory Board and Officer Licencing Panels on a monthly basis and for ad hoc panel hearings where applicable.
14. Provide the various service teams with supporting evidence and recommendations on licensing variations and conditions to take forward to the Officer Licencing Panel on a monthly basis.

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15. Arrange for correspondence to be sent to Licence holders when they are invited to an Officer Licensing Panel meeting. This includes sending them an invitation letter, taking minutes of the hearing and providing an outcome letter. All information provided must be clear and concise, avoiding any misinterpretation.
16. Attend the Officer Licensing Panel in the capacity of an authorised officer and provide witness statements and /or evidence when called upon to do so in accordance with the rules of governance.
17. To support Service Area Manager, PLDM and Shop Fronts Team Leader collate supporting evidence for cases due to be presented in Court.
18. Ensure the reconciliation of each market is completed daily and undertake monthly reconciliation between market attendance and income received.
19. Checking & receipting of postal and online payments for a variety of licences & registrations, primarily those relating to markets, shop fronts, street trading & animal welfare. Taking of card or baccs payments over the telephone via chip & pin or direct payment transfer. Ensuring payments made are reconciled with both the Licensing teams applications databases and the Council's finance team.
20. Ensuring relevant Licensing Team databases are updated to show whether payments due have been made. Making enquiries regarding licence/registration fee and costs arrears/debts and liaising with internal finance colleagues and external debt recovery services, including legal contractors, to recover the same where there has been non payment.
21. The ability to prioritise workloads to ensure deadlines are met and that the team and the Council meet its statutory duties with regard to licensing matters.
22. Maintain and update the Markets service occupancy and attendance trackers and send updated tracker information to market service management on a weekly basis
23. Update & Maintain the Markets, Street Trading , Indoor Market Trading & Shop Fronts licensing system is accurate and up to date with business, premises, trader, assistant, market and licence information.
24. Maintain the trader database of licences to trade, public liability insurance, trader and trader relevant certifications e.g. food hygiene and electrical PAT test records etc. Ensuring renewals are sent out in time and cover remains up to date at all times.
25. Maintain a database of potential new traders and commodity needs per market and street trading locations.

26. Maintain & update the markets enforcement database and track all enforcement action taken within Hackney's markets and street trading sites.
27. Collecting stall/pitch fees and related financial administration including banking and record keeping.
28. Manage internal and external communications with the Markets and street trading service area.

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29. 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 licence applications.
30. Provide administrative support to the Market Strategy and Development Manager and the Markets and Street Trading Service teams.
31. 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
32. Work flexibly attending various markets, shop fronts and street trading sites throughout the borough to process payments.
33. Liaise with market, street trading and shop front officers on a daily basis to coordinate pitch allocations.
34. Administer and monitor the storage applications, allocations and payment process.
35. Provide regular statistical reports to markets service management relating to key performance indicators within the markets service area such as pitch occupancy, income, commodities and container storage.,
36. Flexible and able to work at weekends and evenings, according to business need
37. Operates with a very high degree of professionalism and is able to effectively engage with a wide range of stakeholders
38. Committed to remaining customer focused and task oriented, in order to deliver the service to the highest standards.
39. To be responsible for processing all paid for Markets/ street trading/shop front requests in line with the policies and procedures that are in place. Recording all refund requests on a confidential filing system.
40. To ensure licence/registration/permit applications are complete in all respects and the correct fee paid. To advertise applications, for example in the local press where applicable and to consult with all interested parties e.g. TfL, Planning, Highways, Members, Police, the LFB, local resident & trader groups and other Council Officers/Teams, as applicable.

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.

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Person Specification

SKILLS AND ABILITIES:

1. To have grade C or above in GCSE (or equivalent) in English and Mathematics
 2. Ability to use a 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 their 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.
- Demonstrate commitment to excellent customer service.
9. Ability to take accurate minutes and distribute promptly thereafter.
 10. Excellent numeracy skills including the ability to interpret data and highlight issues.
 11. Knowledge and understanding of administrative, secretarial and support systems in a large dynamic organisation.
 12. Knowledge and understanding of current issues facing public sector management e.g. customer service, financial pressure, performance etc.

13. Proven track record of successful secretarial administrative work and office management.

14. 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.