

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Licensing & Business Support Manager
DIRECTORATE:	Climate, Homes & Economy
SERVICE:	Markets/Shop Fronts/Street Trading Service
GRADE:	PO2
LOCATION:	Ridley Rd office, Market and Street Trading sites across the borough of Hackney
RESPONSIBLE TO:	Service Area Manager Markets, Markets Service Operations Manager
RESPONSIBLE FOR:	Up to 6

PURPOSE OF THE JOB:

The Licensing and Business Support Manager provides high-level support to the Markets Service 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 licensing, income, expenditure, arrears, debt recovery, commodity management and container storage.

To be responsible for the effective administration of Markets, Shop Front and Street Trading licence and storage applications and deal with Licencing Interviews, enquiries and complaints on a face to face basis with potential and existing service users.

Be a key interface for Managers both internally and externally, using exceptional organisational knowledge and understanding, stakeholder management, and administrative abilities and through taking responsibility and exercising judgement.

You will support licensed small and micro businesses to thrive and prosper by helping them plan, develop and grow their businesses that will in turn support wider local employment and economic growth. Your role will be to engage with a wide range of businesses, from new micro start-ups to established SME companies with a significant turnover, and all those in between. You will chat formally and informally with businesses to understand their needs and ensure the service teams can support them with their business development and growth. You will need to be able to spot trends in these discussions and be a problem solver, alongside the commercial services teams, you will also be tasked with adapting our offering to meet the needs of our service users.

Finally you will be responsible for assisting the Licensing & Commercial Services Manager (LCM) in developing the quality of income recovery through the awareness of key business drivers and continuous improvement of procedures in line with ISO certified processes. Taking a key role in debt collection through performance managing bailiff contracts and responding to correspondence within the team and benchmarking performance with particular emphasis on the collection of the number of warrants issued and preparing legal documentation and making court visits representing the Council regarding complex cases.

MAIN AREAS OF RESPONSIBILITY:

The post holder will be responsible for the following:

Licencing Specific

1. To be the first point of contact for the Markets, Shop fronts & Street Trading 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 provide a full licensing, administrative and finance for the Indoor Market, Markets & Street Trading and Shop Fronts arms of the service within the relevant licensing frameworks.
3. To process all types of licences within target timescales and advise existing and prospective licence holders on the application process and the customer journey.
4. 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
5. 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.
6. 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.
7. 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.
8. Manage & facilitate the collection of all proof of eligibility and documentation as part of licensing process and complete licence applications within agreed timescales.
9. 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.

10. Organise and administer the Markets Advisory Board and Officer Licencing Panels on a monthly basis and for ad hoc panel hearings where applicable
11. 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.
12. 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.
13. Ensure the reconciliation of each market is completed daily and undertake monthly reconciliation between market attendance and income received.
14. Maintain and update the Markets service occupancy and attendance trackers and send updated tracker information to market service management on a weekly basis
15. 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.
16. 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.
17. Maintain a database of potential new traders and commodity needs per market and street trading locations.
18. Maintain & update the markets enforcement database and track all enforcement action taken within Hackney's markets and street trading sites.
19. Collecting stall/pitch fees and related financial administration including banking and record keeping.
20. Manage internal and external communications with the Markets and street trading service area.
21. 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.
22. Provide administrative support to the Market Service Area Manager and the Markets and Street Trading Service teams.
23. Work flexibly attending various markets, shop fronts and street trading sites throughout the borough to process payments.
24. Liaise with market, street trading and shop front officers on a daily basis to coordinate pitch allocations.
25. Administer and monitor the storage applications, allocations and payment process.

26. 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.
27. Operates with a very high degree of professionalism and is able to effectively engage with a wide range of stakeholders
28. Committed to remaining customer focused and task oriented, in order to deliver the service to the highest standards.

Business Support Specific

1. To support the wider management team in the delivery of efficient, effective and timely services e.g. payments, debt collection, banking, reconciliation, budgetary, invoicing and other financial services, ensuring compliance of the council's financial regulations, codes of practice, audit and other statutory requirements.
2. Support the senior managers to manage the debt recovery process and bailiff contracts. you will also support in undertaking regular progress meetings with account managers to ensure efficient and effective performance, and best practice for Markets, Shop Fronts and Street Trading Services. To benchmark performance and monitor the contractual terms and conditions particularly with emphasis on collection of the number of warrants issued and to ensure smooth flow of performance data between the team and the QA team.
3. To deal with customer complaints and solicitor queries ranging from legislation queries, bailiff enforcement, administrative issues, payment investigations and complex compensation claims.
4. To support the senior management team in ensuring compliance of the Council's financial regulation, codes of practice and standards, audit and other statutory requirements such as the scheme of delegation. To take responsibility and act as a project resource for any special projects, such as procurement as required.
5. To work with the senior management team in setting business targets, KPIs, identifying performance improvement priorities and other needs related to quality and development, ensuring their achievement by understanding the needs of the Markets, Shop Fronts and Street Trading Services and having a good awareness of the business drivers. To maintain and create bailiff performance reports in order to track progress and identify areas for focus.
6. Be able to recommend and authorise refunds on bailiff matters subject to authorisation procedures/frameworks.
7. Undertake daily reconciliation tasks for credit card\debit card cash\cheque including postal cheques. Check Sidem reports with end of shift ledger, banking form, PDQ report and Xenco or appropriate End of Day report for any discrepancy using standard auditable process.
8. To assist the Senior Management in the development and maintenance of computerised information systems and financial data collation for KPI and other management reports. To keep all the relevant monthly turnover\reconciliation\daily income spreadsheet up to date and process refund requests completing refund form and using refund spreadsheet.

9. Ensure charge backs and bounced cheques are dealt with promptly using Xenco or appropriate report and bespoke spreadsheets.
10. To provide direct business support for markets , Shop Fronts & Street Trading Services & Licence holders working closely with operational staff, managers and customers in a highly sensitive environment
11. To support the Senior Managers to performance manage all arrears outstanding against the service. To undertake regular progress meetings with the Corporate Finance team to ensure efficient and effective performance, and best practice for Market Services. To benchmark performance and monitor the contractual terms and conditions particularly with emphasis on collection of the number of arrears recovered and to ensure smooth flow of performance data between the team and the QA team.
12. To deal with customer complaints and solicitor queries ranging from legislation queries, bailiff enforcement, administrative issues, payment investigations and complex compensation claims.
13. To support the LCSM and IMM in ensuring compliance of the Council's financial regulation, codes of practice and standards, audit and other statutory requirements such as the scheme of delegation. To take responsibility and act as project resource for any special projects, such as procurement, within the Markets team as required.
14. To work with LCSM and IMM in setting business targets, KPIs, identifying performance improvement priorities and other needs related to quality and development, ensuring their achievement by understanding the needs of the Markets, Shop Fronts & Street Trading Services and having a good awareness of the business drivers.
15. Develop a high-level financial model to support the summer business activity, including income targets and target cost base. Engage with the Finance team to validate and record financial management information.

Supervisory Specific

1. To supervise, motivate, performance manage and coach the performance of a first-class team of Licensing & Business Support Officers in line with the Council's frameworks and core values.
2. To supervise and provide a full licensing, administrative and finance function for both the enforcement and processing arms of the Markets and Licensing Service within agreed framework and standing orders.
3. Develop, monitor and evaluate the effectiveness of your team plan, delivering on time, within budget and with minimum supervision.
4. Assume responsibility for the officers welfare and training and development, providing coaching, feedback and supervision, conducting appraisals and setting out and maintaining expected standards of behaviours against core competencies.
5. To be fully conversant with the operation and use of all manual and new technology information systems used in the Licensing Service.

6. To provide up to date information with respect to Licence status, arrears management and invoice processing and ensuring effective coordination of licensing as a function.
7. Ensure all statutory licensing requirements for the service are complied with at all times.
8. Promote and ensure integration of licensing with all other services across the council and with other stakeholder partners to deliver a co-ordinated and seamless operation..
9. To contribute positively as a member of the Markets, Shop Fronts and Street Trading team, to provide a best value Markets Service for the Council in relation to its legal and statutory obligations.
10. To manage and ensure the effective operation and delivery of our statutory licensing obligations to all markets, shop fronts & street trading and associated functions, ensuring the team seek, assess and process all licence applications in accordance with regulatory requirements and guidelines.
11. Provide back room support to the senior markets service and other enforcement officers of the teams as required within the Licencing function, undertaking administrative services on a day to day basis in a way that facilitates the smooth running of the relevant service area, supporting all functions that come within the remit.

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. Possession of a relevant professional qualification or proven equivalent experience (e.g. BTEC or NVQ and/or 1 year financial reconciliation and cash handling experience. 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. Demonstrate experience of technical skills associated with the post, e.g. manipulating financial data accurately; developing and maintaining computerised information systems; familiarity with collection, banking and reconciliation.
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 deal in a calm and focused way with conflicting demands, and manage multiple priorities within competing deadlines to ensure positive outcomes.
9. Excellent numeracy skills including the ability to interpret data and highlight issues.
10. Knowledge and ability to use Google products as well as payments systems such as Cedar and Civica Pay.
11. Knowledge and understanding of administrative, financial 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. Demonstrates commitment to remaining customer focused and performance oriented, in order to deliver the service to the highest standards.
14. Flexible and responsive to working times, patterns, locations and methods when necessary

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