

## Job Description

<b>POST TITLE:</b>	Senior Markets Service Officer
<b>DIRECTORATE:</b>	Neighbourhood & Housing
<b>SERVICE:</b>	Markets/Street Trading Service
<b>GRADE:</b>	SO2
<b>LOCATION:</b>	Ridley Rd office, Market and Street Trading sites across the borough of Hackney
<b>RESPONSIBLE TO:</b>	Service Area Manager Markets, Markets Service Operations Manager

### RESPONSIBLE FOR:

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### PURPOSE OF THE JOB:

The post holder is responsible for providing an efficient & effective , high quality front line service to service users and customers of Hackney's Market and Street trading 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.

Responsibility for Initiating appropriate enforcement, advisory or informative actions within the areas of responsibility with the aim of ensuring the successful performance of the markets and street trading activities as well as securing a safe, clean and efficient market trading areas. This will also include in the remit of initiating appropriate enforcement activities with regards to illegal dumping and disposal of commercial waste within the designated markets and street trading areas.

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

They are responsible for supporting the Markets Service Operations Manager in instructing and directing the day to day activities of Market Inspectors and support staff.

## MAIN AREAS OF RESPONSIBILITY:

1. To work a varied shift pattern which will incorporate working from 7am to 10pm Monday to Sunday including every Saturday. This includes the occasional public holiday, in order to meet the Service requirements.
2. Responsible for the setting up and closing down of Markets, including assisting contractors/traders accessing and assembling stalls.
3. To act as the 1<sup>st</sup> point of contact on site in dealing with public or trader enquiries.
4. Oversee all aspects of the customer service experience and support market service officers in delivering high levels of customer service at all times.
5. Enforcing against a wide range of Licence contraventions. This includes but is not limited to case preparation, issuing Fixed Penalty Notices (FPNs), other notices, remedial letters, cautions and ultimately prosecution action for which court attendance may be required.
6. To ensure any complaint is captured and logged correctly in accordance with our policy and procedures.
7. To take responsibility for own decisions on routine work and support management decisions.
8. Assist in the creation and completion of weekly, monthly and yearly reports.
9. Identify opportunities to grow income for the service.
10. Promote and deliver the highest standards of customer care and to ensure the service users are satisfied with the level of service received.
11. To develop and maintain positive and effective working relationships and lines of communication between the Markets Team and the Market Traders and other retailers to maximise the trading potential and shopping experience of each Market.
12. To develop open and positive communications with traders in order to identify traders with strong market trading skills and experience who could play a key role in the trader mentoring and development programme.
13. To represent the Council by providing a professional front line service to traders and service users.
14. Monitor the activities of traders and initiate appropriate enforcement action on behalf of the markets service where these activities do not conform to legislative, licence and/or other requirements and agreed Council policies and procedures by the issuing of fixed penalty notices (FPNs) where applicable.
15. To take ownership for the maintenance and weekly updating of the Market's Service Enforcement Database by inputting and reporting of any issued verbal and written warnings, preparing prosecution cases for traders in breach of regulations and maintaining satisfactory records

16. Regularly update the wider service team on all enforcement actions taken or pending across the service.

17. Take the necessary Enforcement action to deal with the removal of fly pitchers, and the initial action to deal with traders selling counterfeit goods and other serious breaches of legislation, up to and including issuing of a FPN and preparing a case for prosecution, liaising with other personnel as necessary, including Trading Standards Officers, the Legal Department and Police
18. 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.
19. 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.
20. To undertake regulatory inspections of the markets and street trading sites as required, including out of hours inspections.
21. To support in the gathering of intelligence for use by other regulatory services.
22. 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.
23. 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.
24. To provide information required by the management team to support any reporting processes for which they have an overall responsibility.
25. To visit private land locations within 7 metres of the highway, to deal with complaints regarding illegal street trading.
26. 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.
27. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
28. To actively seek views from traders and to encourage entrepreneurship and develop new talent within the market.
29. To have an awareness of the organisational context and commitment to the Council's organisational values and beliefs.
30. Provide the Market Service Operational Manager with supporting evidence and recommendations on licencing variations to take forward to the Officer Licencing Panel on a quarterly basis.

31. To take ownership in conjunction with the Markets Service Operations Manager and Service Area Manager for your personal learning & development needs and develop own skills after initial training.
32. Attend market/street trading sites during the 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.
33. To advise traders of their duties and responsibilities in relation to their trading agreement/s. To issue cautions and where necessary and report any infringements and action taken to the Markets Service Operations Manager and Service Area Manager.
34. Keep fully conversant with legislation and prescribed policies and procedures and act in accordance with these and ensure trading takes place within these and the licence issued.
35. To liaise with and develop professional relationships with other teams within the Council that may have an interest in regards to markets and street trading activities and or these designated areas within the borough i.e. Highways and Engineering, Enforcement, Waste/Street Cleansing services.
36. Provide advice and assistance to traders including the resolution of disputes that may arise between them in relation to the use of pitches.
37. Advise traders of any rental arrears in relation to pitch or container fees as per our Arrears process and take payments to bring accounts up to date within agreed timescales before instigating any enforcement action of non-payment of monies owing to the markets and street trading service.
38. To be the first point of contact for the public for advice and assistance with complaints, dealing with them sympathetically using initiative to resolve problems and liaise with traders on their behalf where appropriate.
39. Generally act to promote a safe, clean and efficiently run market that complies with relevant Health & Safety requirements.
40. To issue daily licences to casual traders strictly in accordance with current policies and procedures, assessing competing demands for limited pitches, carrying out the relevant administration and taking payment in respect of this.
41. Ensure that traders' vehicles do not obstruct the public highway in the market area.
42. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the service
43. To develop and improve communications with the local community, traders associations and other Council departments.
44. To assist in progressing projects and development of individual street markets, street trading and associated regeneration.

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, ABILITIES AND KNOWLEDGE:

1. To demonstrate the ability to carry out enforcement activities within a markets/street trading arena.
2. An ability to work as part of a team incorporating cross departmental working.
3. Strong customer focus with good communication skills, both written and spoken, including ability to communicate sensitively with a range of people at different levels
4. Have a high degree of flexibility available to work every Saturday.
5. Ability to establish effective monitoring systems in respect to the day to day enforcement issues pertaining to the markets and street trading function.
6. To have a knowledge, understanding and commitment to the Council's core values and objectives.
7. To have a thorough understanding of relevant legislation associated with the market and street trading function including Local London Authorities Act, The food Act, Council Bye-laws, and a working knowledge of the licensing Act, Health and Safety legislation, and Environmental Health and Trading Standards issues.
8. To have an understanding of market trading activities, town centre/retail management and how markets can be used to regenerate and enhance the local community.
9. Ability to effectively self-manage performance including and working to improve performance in challenging situations.
10. Ability to work to strict auditable guidelines.
11. Able to produce concise and comprehensive reports.
12. Strong customer focus with good communication skills, both written and spoken, including ability to communicate sensitively with a range of people at different levels.

13. Able to compose diplomatic and comprehensive letters to complainants.

- 14. Experience of managing conflict in a public environment and settling disputes on site.
- 15. Experience of managing projects from inception to completion.
- 16. Having a high standard of English grammar and composition.
- 17. 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.
- 18. Able to demonstrate innovative thinking with regards to new initiatives or problem solving.
- 19. Ability to demonstrate a strong desire to succeed in delivering high quality front line service.

#### **DESIRABLE CRITERIA**

To hold a full clean driving license 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.***