

# LONDON BOROUGH OF HACKNEY



**POST TITLE:** Markets Service 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, Markets Service Operations Manager

**RESPONSIBLE FOR:** No direct reports


**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 Hackneys Market’s 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.

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.

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.

**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. 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.
3. 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.
4. 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.
5. To represent the Council by providing a professional front line service to traders and service users.
6. To ensure the setting up and closing down of all Markets, including assisting traders accessing and assembling stalls.
7. To Undertake regular patrols and be visible at all times on the market, Monitor the activities of traders and initiate appropriate action where these activities do not conform to legislative, licence and or other requirements and agreed Council policies and procedures.
8. Carry out regular checks on adherence to regulations of stall sizes, commodities, Checking traders’ licences and attendance and explaining market regulations to traders.
9. To keep records on daily attendance of traders, Conduct, and verbal warnings issued and any street cleansing concerns.
10. To report defects in the structure and fabric of the market that may cause a health & safety concern and progress remedial action
11. To liaise with the public, dealing with onsite enquiries concerning street trading management matters and report as appropriate
12. Advise Traders appropriately when identifying any breaches before highlighting breach to senior officer to undertake enforcement action and the issue of a fixed penalty notice.
13. 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.
14. 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.
15. 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.
16. 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.
17. To monitor and inspect electrical and/or water provision in market areas to ensure these remain in good working order.
18. To ensure that traders’ vehicles do not obstruct the public highway in the market area and surrounding side streets, except when loading/unloading at permitted times.
19. To issue daily licences and taking 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.
20. To ensure all barriers and/or gates in market areas or surrounding roads are closed/opened in line with agreed market times.
21. To provide information required by the management team to support any reporting processes for which they have an overall responsibility.
22. To communicate in a way that meets the needs of a diverse audience and in a way that influences effectively.
23. To have an awareness of the organizational context and commitment to the Council's organizational values and beliefs.
24. To undertake any training/development as required in consultation with the Markets Service Operations Manager & Senior Markets Service Officer and with their advice and assistance, develop own skills after initial training.
25. Attend market areas 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.
26. 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 Senior Markets Service Officer and service management for Enforcement action to be taken.
27. 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.
28. Provide advice and assistance to traders including the resolution of disputes that may arise between them in relation to the use of pitches.
29. 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.
30. To support in the gathering of intelligence for use by other regulatory services.
31. To contribute to policy initiatives and maintain an awareness of all legislation, regulations and developments affecting the service
32. To develop and improve communications with the local community, traders associations and other Council departments.
33. To assist in progressing projects and development of individual street markets, street trading and associated regeneration.
34. To take proactive and supportive approach in regards to the professional delivery of a Markets and Street Trading service.

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



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

1. Experience of dealing with traders and / or the public
2. An ability to work as part of a team incorporating cross departmental working.
3. Ability to communicate effectively with officers of the Council, stall holders/traders and service users.
4. Ability to establish effective monitoring systems in respect to the day to day management of issues pertaining to the markets and street trading function.
5. To have a knowledge, understanding and commitment to the Council’s core values and objectives.
6. 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.
7. Experience of managing conflict in a public environment and settling disputes on site.
8. Ability to identify problems and initiate action quickly and effectively.
9. Ability to work to strict auditable guidelines.
10. Able to produce concise and comprehensive reports.
11. Strong customer focus with good communication skills, both written and spoken, including ability to communicate sensitively with a range of people at different levels
12. Able to demonstrate innovative thinking with regards to new initiatives or problem solving.
13. Having a high standard of English grammar and composition.
14. 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.
15. Ability to maintain and complete work without the need for constant supervision.
16. Ability to demonstrate highly developed oral, written and presentation skills.
17. 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.***