

Market Licensing and Business Support Officer



About the role

To be a member of the Markets/Street Trading Licensing and Development team providing front line comprehensive specialist technical support to the Market Service to enable the Service to licence, develop and promote street trading. To manage and review market systems and processes to ensure they are up to date and compliant with data protection and financial regulations. To be responsible for the processing of temporary, regeneration and temporary variation licences to waiting applicants working closely with Market Development Officer and Retail Market Officer in the planning and layout of markets. To use various platforms to deliver this work MACCS 2, the Dashboard, Capita systems, updating all records. To review payment options for traders and ensure systems in place for recording and reconciling payments received. To offer support and guidance to applicants providing information of vacant sites and processes to support enquirers in their journey to become street traders.

The things you'll achieve

1. To be able to understand legislation and work within a legislative licensing framework to effectively deal with applications received in accordance with this legislation and other appropriate legislation.
2. To be able to manage systems and processes to effectively issue Licences/Registrations fairly and consistently in line with Council processes and procedures
3. To be able to provide a full range of street trading technical and general administrative duties, be proficient in word, excel and power point, Interrogate systems to produce activity and management reports, presenting data in a variety of comprehensible formats. To continually review performance measurement (including performance indicators, targets, reports and quality standards through the provision of effective, regularly reviewed administration and financial procedures, systems and processes.
4. To be able to provide a high quality front line customer facing service working as an effective member of the team .
5. To be able to manage multiple generic email folders and a team phone number, responding to enquiries and updating team members with actions. To learn the skills to respond effectively to concerns raised.
6. To be able to produce witness statements, as the Council's witness to confirm licence status for prosecutions and/or appeals against revocation of licences or in support of legal prosecutions at Magistrates/Crown Court.

About you

Experience

- Experience of working in a busy front facing service with excellent customer service
- Excellent knowledge of working with various systems to process information
- Experience of working as part of a team with diverse roles to achieve positive outcomes
- Experience of working of developing and delivering project plans as part of a project team to deliver new work
- To be able to work under pressure to meet deadlines

You have

- Excellent customer service and office organisational skills
- Ability to handle difficult customers and situations
- Ability to keep up to date with relevant legislation
- Excellent communication skills with the ability to express complex information
- Ability to listen, extract relevant information to be able to communicate on to others
- Methodical approach to large work load delivering accurate work

Other important information...

People management

No management responsibility

Work environment

The role allows hybrid working and you will work from our main offices, 5 Pancras Square, in Kings Cross and will be expected to work at least one to two days a week in the office or on site at our markets when planned at busy periods

Who you will be working with

You will be joining a wonderful team of Street Trading/Market Development/Licensing Officers reporting to Deborah Carpenter, Market Development Manager. You will also work closely with colleagues from other services

The application process

You will complete an expression of interest application and if shortlisted will be interviewed with other applicants

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

