

# Market Development Officer

**Salary Range: £43,004 - £49,131**

**Grade: 4 -1**

**Location: 8<sup>th</sup> Floor 5 Pancras Square**

**Reports to: Market Development Manager**



# About the role

To be a member of the Markets/Street Trading Licensing and Development team providing support to manage and develop Camden's street trading retail portfolio ensuring the highest possible standard of service delivery is achieved. The post-holder will be required to monitor performance, maximise profitability and effectively implement service improvement to the highest quality, ensuring the integration of the Market and street trading with the surrounding retail and business environment. To work closely with the team in the delivery of projects to develop our markets and street trading. To develop initiatives to support individuals to become self-employed market traders. To develop a programme of events for our markets and street trading sites working in conjunction with other teams and outside organisation in the delivery of these events

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## The things you'll achieve

1. To be able to understand legislation and work within a legislative licensing framework to effectively develop street trading opportunities.
2. To be able to promote the Council's vision, values, policies aims and objectives through personal example and positive direction to ensure they translate into practical and effective action in order to achieve an excellent standard of customer service
3. To be able to lead, develop and contribute to the development Camden Market's and street trading strategies and policies. Contribute to the production, implementation and review of the service, develop action plans and set performance objectives to achieve delivery
4. To be able to develop effective relationships with all stakeholders, internal and external clients with the aim of making services accessible to all.
5. To be able to implement new procedures and management actions, plan and allocate work.
6. To proactively pursue grant/external funding to enhance services and support the delivery of market operations
7. To be able to take a proactive role in the management of the organisation and undertake the duties of others including covering for the Market Development Manager, as may be necessary from time to time to ensure continued service delivery

# About you

## **Experience**

- Extensive track record of successfully creating comprehensive and practical plans that meet business priorities and have a directly observable outcome on service provision
- Coping with deadlines, conflicting demands and unexpected problems and high levels of work related pressure.
- Experience of working with multiple stakeholders
- Knowledge and experience of budgeting, business planning, resource allocation and commercial acumen

## **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](mailto:resourcing@camden.gov.uk)

