**Job Profile Information: Retail Market Officer**

**This supplementary information for Retail Market Officer is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 4 Zone 1 Camden Way Category**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To effectively manage Camden’s Markets including their operation, procedures, and performance (including quality); providing general support and guidance to traders whilst ensuring business plans and strategies are adhered to. To establish and manage relationships with other stakeholders, ensuring the integration of the Market with the surrounding retail and business environment. To ensure markets and street trading within Camden are effectively regulated, enforced and developed.

**Example outcomes or objectives that this role will deliver:**

1 Handle all enquiries relating to the market as well as dealing with all serious disputes and disciplinary issues courteously in a sensitive, professional and efficient manner.

2. Contribute to the annual business plan and manage any required action to ensure the site complies with the long-term business strategy of Camden Markets.

3. Undertake regular quality assurance reviews of the market and agree required actions with the wider team, as well as managing the administration procedures used on site, including on site debt management and prioritisation of site budget

4. Review trader performance via a QA format. Identify strengths and weaknesses and develop actions to take up any shortfall.

5. Analyse site specific and holistic markets information, producing reports as required to inform the Senior Management Team of issues.

6. To undertake enforcement duties to ensure that everyone that is street trading within Camden has a licence to do so

**People Management Responsibilities:**

*None*

**Relationships;**

Post holder needs to develop and maintain relationships with both internal and external groups to enable effective and timely development, regulation and enforcement of all street trading

**Work Environment:**

The role is mainly street based visiting several markets and isolated pitch sites each day, which will require working in all weathers covering large areas on foot. There is also office based work with use of an agile working kit.

**Technical Knowledge and Experience:**

* Excellent knowledge of information technology systems
* Excellent customer service skills including the ability to handle difficult customers and situations
* Good negotiation skills and the ability to influence others
* Methodically approaches a large workload and ability to provide accurate work that meets tight deadlines
* Ability to work weekends on a regular basis and flexible hours to meet the demands of the service

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

* Customer service

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>