**Job Profile Information: Market Development Officer**

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

**Job Level 4, Zone 1 Camden Way Category 3/4**

**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 manage and develop Camden Market’s retail portfolio ensuring that 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.

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

1. 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

2. Proactively identify and respond to retail trends and develop strategies for continuous quality improvement of Camden Markets and street trading.

3. In conjunction with the Market Development Manager assist with the writing of annual business and commercial plans ensuring their effective implementation.

4. 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.

5. Develop effective relationships with all stakeholders, internal and external clients with the aim of making services accessible to all

6. Proactively pursue grant/external funding to enhance services and support the delivery of market operations.

7. Implement new procedures and management actions, plan and allocate work

8. Actively strive to achieve efficiencies and improvements in service delivery

9. Implement and ensure compliance with legislation, council policy, financial regulations and procedures

10. Participate in the recruitment and selection of staff.

11. Continuously develop own knowledge and skills for the job

12. 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.

13. Represent the Department and Council in respect of market issues at committees, public inquiries, public meetings, hearings and the like including attendance at Ward Service Coordination Meetings and produce all necessary reports.

**People Management Responsibilities:**

*(Number of reports, nature of management responsibility)*

**Relationships;**

*(Nature of relationships and partnerships e.g. internal, external, and level)*

**Work Environment:**

The job is primarily office based, the post holder will have the willingness to work 5 out of 7 days including evenings and weekends

**Technical Knowledge and Experience:**

* Management, market, street trading and/or retail experience and expertise operating at a similar management level
* Highly developed commercial acumen and record of success in developing business performance
* Extensive track record of successfully creating comprehensive and practical plans that meet business priorities and have a directly observable outcome on service provision
* A clear understanding of the modernising agenda for local government
* Coping with deadlines, conflicting demands and unexpected problems and high levels of work related pressure. Ability to deal with concentrated mental demands for long periods of time, unpredictable deadlines, conflicting demands and unavoidable interruptions.
* Excellent negotiation and conciliation skills based on practical experiences and the ability to inspire trust and confidence in a client-centred environment
* Advanced IT skills for, taking notes, writing letters, emails, reports and memos, keeping records, preparing cost plans, programmes and business plans and accessing financial management systems, using standard and specialist software
* Excellent track record of directly leading and managing staff and resources in the delivery of service contracts to achieve performance excellence
* Experience of strategic management and planning
* The ability to understand and articulate the organisation’s strategic vision and reflect the vision within service delivery
* Excellent interpersonal and communication skills
* Strong leadership and motivation skills
* Knowledge and experience of budgeting, business planning, resource allocation and commercial acumen
* Experience of developing, managing and monitoring supplier contracts
* Experience of working with multiple stakeholders to ensure complete satisfaction

**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

For further information on the Camden Way please visit:

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