

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 Zone 4 Level 1

Camden Way Category 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 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.

To devise and deliver programmes and projects to aid in the pursuit of service priorities, namely (but not limited to) regulation of street trading, including enforcement of unlicensed street traders, waste and recycling management in market areas and environmental quality.

To provide expert advice and assistance to Councillors, community groups, residents and partners to reduce the impacts of unlicensed street trading, environmental crime and anti-social behaviour, delivering effective enforcement action to improve standards of local environmental quality.

To contribute to future strategic direction of the service with regard to street trading and market development and regulation across the borough

Example outcomes or objectives that this role will deliver:

- 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.
- Contribute to the annual business plan and manage any required action to ensure compliance with the long-term business strategy of Camden Markets and street trading service
- To work as part of a team delivering fair and proportionate enforcement across the borough. To be responsible for formulating an effective enforcement programme and to ensure that any cases taken to court are in line with Camden's enforcement policy. Ensuring all that trade within Camden have a licence to do so.
- Regular liaison with internal/external partners and others to provide effective marketing for all sites covered and assist in the marketing of Camden Markets. Actively pursue effective relationships with all local and interested parties including involvement within local action groups such as ward meetings, whilst continually looking for new opportunities including recruitment of new traders, new market opportunities and policies or service improvements.
- 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. To manage operational processes such as health and safety, maintenance and environmental/recycling issues
- Ensure site occupancy agreements are regularly reviewed, stall allocations provide an effective retail mix and disciplinary issues are handled in line with market regulations - managing the disciplinary process as required.
- Perform any licensing and administrative tasks required as part of the role to all ensure everyone who is trading has a licence to do so and has paid for all the space occupied, managing the market financial system in line with financial regulations including the collection and monitoring of payments on site.
- To work 5 out of 7 days which will include evenings and weekends in connection with the 7-day operational nature of the Markets service.

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:

1. Excellent knowledge of information technology systems
2. Excellent customer service skills including the ability to handle difficult customers and situations
3. Good negotiation skills and the ability to influence others
4. Methodically approaches a large workload and ability to provide accurate work that meets tight deadlines
5. Ability to work weekends on a regular basis and flexible hours to meet the demands of the service
6. Ability to create comprehensive, practical plans that meet business priorities and have noticeable outcome
7. Is a team player and can create and maintain a positive attitude to the team, proven through performance, improvements and high morale
8. To maintain an up to date knowledge of the relevant legislation required to carry out the duties of this post including licensing, regulation and enforcement of street trading

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

Environment Services Structure

