

Job Description

Job Title	Markets Licensing Processing & Admin Officer
Directorate	City Development
Service Area	Economic Strategy, Skills & Sustainability
Grade	3
Competency Level	1
Salary	£25,583 – £27,254
Job Type	Office Based
Location	Citywide (Liverpool Food Hub)
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

To assist the Markets Manager with the processing and administration of Markets Rights Licences.

To provide general administrative support to the Head of Markets, Markets Manager and Commercial Development & Events Co-Ordinator when required.

The ordering of supplies and the general record keeping going alongside such activities.



Directly Responsible For:

Not applicable

Directly Responsible To:

Markets Manager

Main Areas of Responsibility:

- Assist the Markets Manager with the market's rights licencing process from application to issue and providing any support associated with this task
- Take payments for said licences
- Maintain and process markets rights licences when they come in and ensure accurate records of each application
- Flag any concerns or issues with said applications with the Markets Manager alongside ensuring each stage of the sign off process is completed
- Maintain an awareness of current information relating to the services market offer and the permissions given by the Markets Manager/Head of Markets in order to assist with enquiries
- Liaise and support the team, other Council services, and outside agencies and customers in relation to markets queries
- Provide general administrative support to the markets management team
- Maintain consumable supplies and records for the markets and ensure they are ordered and processed on time
- Process any other orders and issue PO's when required by the markets service and ensure accurate computer – based records and council finance systems are up to date
- Support with the reconciliation of any payment records and that records are up to date, informing the management team of any concerns

- Support the Commercial Development & Events Manager in ensuring the trader data base is up to date with any new applications/registrations are uploaded in line with GDPR guidelines
- Produce and assist in the production and management of reports when required
- Provide excellent customer service to all users of the markets service and ensuring they are dealt with in a professional and effective manner

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycling resources to reduce personal impact
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role may involve sitting for long periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role (A/I)

Desirable

- Administrative / record keeping / IT qualifications

Experience

Essential

- Strong awareness/experience and ability in the use of IT software packages in particular Microsoft 365 including Word, Excel, and Outlook, ability to show examples (A/I)
- Experience in record keeping, administration, financial management and ensuring policies and procedures are being adhered too (A/I)

Desirable

- Experience of minute taking
- Experience or working in a regulatory environment
- Experience of providing excellent customer service within a busy environment



- Experience of dealing with customers both over the phone and face to face over difficult and challenging situations

Skills/Abilities

Essential

- Demonstrate good communication skills: both written and verbal with the ability to communicate effectively with various groups including but not limited to staff, managers, traders, members of the public (A/I)
- Excellent organisational skills with the ability to manage own workload accurately to meet deadlines (A/I)

Desirable

- Ability to contribute to a team working environment
- Ability to absorb complex and technical legislation and theories
- High Level of computer literacy
- Good level of accuracy and able to pay attention to detail
- Ability to respond and adapt to changing work priorities

Commitment

Essential

- To work to towards improving, enhancing and the development of the service offering, therefore meet and exceed the needs and expectations of customers, traders and the residents of Liverpool (A/I)



- Present a flexible approach to working to ensure the demands and operational needs of the business and overall service are met (A/I)

Other

Essential

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken (A/I)

Desirable

- Promote a self-motivated, positive and pro-active attitude and approach to all aspects of work