

Job Description

Job title	Recycling Project Officer
Directorate	PLACE: Regeneration, Culture and Environment
Division	FLS
Range	MPR 4
Reports to	Environmental Behaviour Change Manager

Main purpose of the job:

To support in the design, development, promotion and implementation of high-quality, cost-efficient services within the Recycling and Waste Team that promote waste prevention and increase recycling capture.

To be the officer responsible for improved service participation through engagement and education activities.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

- Contribute to marketing and promotional campaigns, events and exhibitions to increase awareness of the issues and development opportunities in the area including the use of social media to promote the council's priorities, activities and achievements.
- Educate and engage with residents on waste and litter prevention activities, initiatives and projects within Medway. This will include (but not limited to) attending community meetings, doorstep engagement, engaging with residents, local businesses, groups, voluntary and statutory organisations.
- To research and develop campaigns to improve recycling capture and waste prevention, and take preventative action either directly, by assisting or through working in partnership with internal and external agencies as appropriate, to decarbonise black sack waste, tackle environmental deterioration and hazards, promote positive environmental behaviours.
- Develop and maintain good working relationships with managing agents and landlords to ensure service changes can be effective for residents while improving service efficiency.
- To liaise with both internal and external partners in resolving complaints and improving service participation (including monitoring and evaluation of service requests, service participation, contamination incidents etc) to identify, recommend and implement improvements for the service aiming to enhance efficiency, sustainability and customer satisfaction.

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- Promote partnership working with local communities, schools, businesses and other stakeholders, to support anti-litter activities and campaigns including community litter picks, and associated asset management, evaluating participation and monitoring resources.
- To ensure all campaigns and services are monitored and evaluated to ensure they are delivered in a cost-effective way and within budget, exploring and applying for external funding streams where appropriate and generating evidence-based reports.
- To work collaboratively with internal and external teams, partners, agencies and stake holders to deliver multi-agency projects and initiatives, liaising within the partners to co-ordinate a programme of activities to communicate the new waste services to Medway residents.
- Undertake research and analysis to meet project objectives including the collation and presentation of data and evidence. Monitor and evaluate the progress of projects against the plan, evaluating progress and identifying scope for improvement or any problems or constraints as determined by legislation and national and local initiatives to develop project briefs which support agreed and changing objectives.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Environmental Behaviour Change Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

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HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Good standard of education with a minimum of 5 GCSE to include Maths and English grades A-C/4-9 or equivalent level 2 qualifications
- Driving licence and own car

Level B (in addition to level A criteria)

Level C (in addition to levels A and B)

Knowledge

Level A

- Competent in use of Microsoft office packages with an ability to become proficient in the use of other Council ICT systems (e.g. Confirm, Jadu, Waste Data Flow).
- Knowledge and understanding of waste service areas to be able to signpost appropriately.
- Demonstrate well developed practical and/or procedural knowledge in a specialist area.
- The ability to turn theoretical knowledge into practical applications.

Level B (in addition to level A criteria)

- Awareness and understanding of future changes to the Waste and Resources Industry as a result of the implementation of the Resources and Waste Strategy (2018) and related consultations.
- An understanding of the Council's waste management collection and cleansing service.
- An understanding of the Council's Household Waste Recycling Centre booking system and access policy.
- Good working knowledge of the JADU and Confirm system.

Level C (in addition to levels A and B)

- Proven knowledge of the Council's waste management service, policy, system and process with the ability to advise others.
 - Proven knowledge of relevant waste laws and regulations.
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Experience

Level A

- Experience of serving customers and dealing with enquiries.
- Ability to use literacy, numeracy and ICT skills to complete a range of tasks, such as ordering facts in a report, composing letters and undertaking assessments and/or calculations.
- Previous experience of building partnerships with, for example, residents, local groups, local businesses, statutory and voluntary agencies and others to identify and deliver community-based projects.

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- Experience of working within a front-line service or directly with the public.
- Experience of demonstrating the procedural knowledge for a range of tasks, some of which singly or in combination, are relatively complex along with the ability to operate associated equipment and tools.

Level B (in addition to level A criteria)

- At least 2 years' experience within the waste industry.

Level C (in addition to levels A and B)

- At least 5 years' experience within the waste industry.
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Skills

Level A

- Excellent communication skills – able to build relationships to deliver projects and change within the team.
- Teamwork – demonstrates commitment to teamwork and creates value not only for self, but also for others. Focuses on the overall objectives of the team to continuously improve.
- Document Management – efficient administration skills to maintain key documents and write effective summary.
- Ability to use Microsoft Office products specifically Word, Excel, PowerPoint, Outlook and Teams.
- Customer driven – understands the customer needs that will support delivery of the business strategy and implements these where appropriate.
- Demonstrable ability to handle small (i.e. £250 per day) amounts of cash, process cheques, invoices or equivalent.

Level B (in addition to level A criteria)

- Ability to undertake Project Management, with an understanding of basic project management processes.
- Ability to work independently within defined procedures, using initiative to find solutions to straight forward situations.
- Good communication skills and ability to use appropriate method and style to suit the subject and audience.
- Ability to, and experience of, independently analysing waste management data, including potentially highly sensitive/confidential data, and draw reasonable conclusions.

Level C (in addition to levels A and B)

- Ability to, and experience of, proficiently creating and maintaining waste management data sets including finance, site visit, contract performance, community engagement, inspections, service requests, complaint and tonnage data for the waste service (with direction) to explain trends and present results verbally or in writing
- Able to independently analysis a situation and seek ways to improve or resolve issues.
- Ability to, and experience of, coping well under pressure and difficult situations, able to identify and act on own development needs.
- Confident in engaging with a broad variety of audiences via a range of channels and within service/brand guidelines