

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | COMMUNITY ENGAGEMENT OFFICER |
| HBC Grade: | HBC4 |
| Service: |  |
| Division: | ENVIRONMENT SERVICES |

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| **Main Purpose of the Role** |
| 1. **To play an essential and pivotal role in the engagement with Halton’s community in waste and environment related matters.** 2. **To be responsible for monitoring resident behaviour and taking action to encourage compliance with the Council’s Waste and Environment related Strategies and Policies.** 3. **To be responsible for developing, implementing and managing specific waste and environment related projects.** |

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| **Key Duties** | |
| **1** | Contribute to the development of the Council’s recycling, waste minimisation and environmental improvement Policies and Action Plans and support the continued rollout, monitoring, promotion and implementation of actions contained within those Policies and Plans; with particular emphasis on waste prevention and resident behaviour. |
| **2** | To support the Division’s Officers in developing and employing innovative ways of involving the public and other stakeholders in the delivery of projects and schemes to reduce waste volumes, increase recycling, and improve environmental standards. |
| **3** | As directed, take a leading role in developing, implementing and managing specific waste and environmental related projects to contribute towards ensuring that the Division’s performance targets and service outcomes and objectives are met. |
| **4** | Assist the Division’s Officers with the development and delivery of communications strategies and the promotion of public awareness on waste and environmental matters through consultation exercises, education, media and direct marketing techniques |
| **5** | To carry out research and provide reports and recommendations to Service Managers as appropriate, in relation to projects and best practice techniques in the delivery of successful community engagement and behavioural change approaches used by others. |
| **6** | Carry out analysis and provide reports to the Division’s Officers in relation to public participation with the Council’s recycling services, and provide information on the impact of such participation, including financial implications. |
| **7** | Assist in the development and delivery of the Council’s programme of encouraging and supporting waste and environment related volunteering activities across the borough. |
| **8** | Deal with enquiries on waste and environment related issues. Respond and resolve, liaise with other officers, the public, councillors, schools and outside agencies as required. |
| **9** | Prepare, develop and deliver presentations to external groups in order to raise awareness on waste and environment related issues and encourage positive environmental behaviours. |
| **10** | Support officers across the Division by carrying out regular site inspections and service monitoring, investigating incidents of environmental nuisance; taking relevant action as necessary. |
| **11** | Work closely with Managers, Supervisors and crew members to ensure the efficient and effective delivery of the Division’s front-line operational services. |
| **12** | Ensure that every care is taken at all times for the health, safety and welfare of yourself and other persons. Complying with policies and procedures relating to Health and Safety within the Council. |
| **13** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Attributes** | **Essential Criteria** | **How Identified** (delete as appropriate for each criteria) |
| **EDUCATION/**  **QUALIFICATIONS** | Minimum 3 GCSE’s at grade ‘C’ and above (which should include Maths and English) or equivalent. | Application / Interview /Assessment |
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| **EXPERIENCE** | Working individually or as part of a team, often with limited supervision. | Application / Interview /Assessment |
| Experience of engaging with members of the community. | Application / Interview /Assessment |
| Experience of dealing with customer enquiries, requests for service and complaints, helping to deliver successful outcomes. | Application / Interview /Assessment |
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| **KNOWLEDGE** |  | Application / Interview /Assessment |
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| **SKILLS & ABILITIES** | Self-motivated with excellent interpersonal and communication skills. | Application / Interview /Assessment |
| Good organisational skills, ability to manage own workload and work effectively on own initiative individually and co-operatively as part of a team. | Application / Interview /Assessment |
| A professional attitude, enthusiastic, proactive, honest, hardworking, demonstrating commitment and pride in the job. | Application / Interview /Assessment |
| Ability to elicit co-operation from members of the local community. | Application / Interview /Assessment |
| Ability to promote waste minimisation, recycling and positive environmental behaviour through direct engagement with residents. | Application / Interview /Assessment |
| Computer literate |  |
| Work effectively under pressure and meet set targets and deadlines. | Application / Interview /Assessment |
| **OTHER REQS** | Current UK Driving Licence. | Application / Interview /Assessment |
| ‘Can-do’ attitude | Application / Interview /Assessment |
| Available out of office hours – some flexibility will be required. | Application / Interview /Assessment |
| Genuine interest in the environment. | Application / Interview /Assessment |
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| **Attributes** | **Desirable Criteria** | **How Identified** (delete as appropriate for each criteria) |
| **EDUCATION/**  **QUALIFICATIONS** | Qualification or studying towards Environment or Community related subject. | Application / Interview /Assessment |
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| **EXPERIENCE** | Experience of working with community groups. | Application / Interview /Assessment |
| Experience of developing and implementing projects | Application / Interview /Assessment |
| Knowledge and understanding of waste minimisation and recycling schemes. | Application / Interview /Assessment |
| Understanding of the practical aspects of waste management and Streetscene operations. | Application / Interview /Assessment |
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| **KNOWLEDGE** |  | Application / Interview /Assessment |
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| **SKILLS & ABILITIES** | Willingness to learn and develop new skills. | Application / Interview /Assessment |
| Flexible approach and understanding of the challenges facing local authorities to deliver successful and efficient services. | Application / Interview /Assessment |
| Report writing. | Application / Interview /Assessment |
| Presentation skills. | Application / Interview /Assessment |
| Ability to carry out research, collation of information, analysis and interpretation. | Application / Interview /Assessment |
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| **OTHER REQS** | Willingness to undertake relevant training. | Application / Interview /Assessment |
| Willingness to network with partnership organisations. | Application / Interview /Assessment |
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Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Date Agreed:** |  |

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.