

Job Description

Job Title	Environmental Engagement Officer
Directorate	Neighbourhoods and Housing
Service Area	Environment
Grade	6
Competency Level	1
Salary	£35,412 to £39,862
Job Type	Hybrid
Location	Newton Road Depot / Cunard Building / Citywide
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A9954

Job Purpose

The post holder is responsible for engaging with residents and key stakeholders to promote recycling, waste minimisation, change recycling behaviours and reduce contamination in the recycling stream. The post holder will actively engage with and respond to issues and opportunities raised by Councillors, key partners, businesses, residents and communities to achieve positive sustainable outcomes.

Directly Responsible For:

Not applicable

Directly Responsible To:

Street Scene Team Leader / Operations Manager

Main Areas of Responsibility:

- To visit and engage effectively with local councillors, communities, residents, businesses and partners to deliver education and support to help reduce general household waste, increase re-use and recycling and reduce contamination of recycling
- To support the implementation of new recycling and waste collection services.
- Respond promptly to customer complaints and enquiries
- Maintain an understanding of environmental and waste related legislation, interpret it and be able to explain it to residents and other stakeholder
- To assist recycling and waste collection teams by undertaking follow up visits to the groups above to engage them on issues around contaminated bins, side waste, additional non-approved wheeled bins including face to face engagement, delivering letters and stickering bins
- To support community events, projects and initiatives that actively promote responsible waste management, sustainability and climate change adaptation
- Work with the Corporate Communications team in the preparation and delivery of publicity material for the promotion of the city's recycling and environmental initiatives
- Prepare and deliver educational materials and presentations to stakeholder groups on waste / recycling matters including schools, local community groups, registered social landlords and Council employees

- To contribute to gathering data and local intelligence that contributes to the delivery of service improvements
- To use all learning opportunities to develop personal skills to improve effectiveness, efficiency, quality and delivery of services
- To comply with the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure compliance with all Statutory requirements, with Standing Orders and Financial Regulations of the City Council and to ensure that the work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- To maintain continuously high standards of customer care

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 recycle resources to reduce personal impact

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:

- The postholder is required to travel to the site of complaints, meetings etc. On occasion, the postholder may be required to help load items into vehicles, deliver letters, and speak to residents in the homes

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 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

- Formal qualification in related discipline or educated to NVQ level (or similar), or equivalent related experience (A)

Desirable

- Relevant minimum statutory or professional qualifications commensurate to the post

Experience

Essential

- Experience of working with the public, preferably within a local government setting (A,I)
- Experience of undertaking operational inspections / checks in a local area / ward and addressing issues arising from these (A,I)
- Experience of operating in communities at a local level and engaging councillors and communities in addressing local issues (A,I)
- Experience of working in partnership with third party organisations and / or contractors to deliver local priorities (A,I)
- Experience of developing funding bids and successfully achieving funding that enhances operational delivery and contributes to organisational objectives (A,I)



- Project management experience, particularly the delivery of community-based initiatives and the management of risk (A,I)
- Helping to deliver local communication / consultation arrangements and / or working directly with ward councillors, tenants and residents on a face-to-face basis (A,I)

Desirable

- Budget management experience and awareness of budget management
- Knowledge of the city and its communities

Skills/Abilities

Essential

- Excellent written / oral communications and inter-personal skills (A,I)
- Have an adaptable / flexible approach to work / working arrangements (A)
- Ability to work confidentially and effectively in direct contact with tenants / residents, partners etc (A,I)
- Ability to operate effectively and provide the highest standards of service within tight timescales and a demanding working environment (A,I)

Desirable

- Good IT skills
- Ability to diffuse situations
- Ability to apply legal knowledge to resolve problems
- Ability to communicate and work with people at all levels

Commitment

Essential

- Willingness to occasionally travel outside of office hours to attend conferences, meetings, networking events etc. (I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Willingness to observe the uniform dress code, including the use of high visibility and protective clothing (A)

Desirable

- Willingness to work as a member of a multi-disciplined team