

Kent County Council

Job Description: *Kerbside Recycling Improvement Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Communications and Engagement
Grade:	KSG
Responsible to:	Engagement and Behaviour Change Team Leader

Purpose of the Job:

The Kerbside Recycling Improvement Officer will work across Kent to support and deliver projects to increase resident kerbside recycling participation, improve the quality and quantity of recycling and reduce contamination.

The role will lead the delivery of resident communications and engagement activities, gather and analyse data and insight, monitor the impact of a variety of improvement projects, and work collaboratively with colleagues, partners, contractors and other stakeholders to positively influence residents' recycling knowledge and behaviours.

Main duties and responsibilities:

- Deliver recycling improvement projects aimed at increasing recycling participation and reducing contamination, supporting project planning, implementation, monitoring and evaluation to ensure activities are delivered on time and achieve agreed objectives.
- Use data and insight to identify recycling performance issues, priority work areas and trends and apply this evidence to shape targeted interventions and engagement activity and to provide opportunities to scale up learnings from pilot activities.
- Work collaboratively with internal teams, local authority partners, contractors and other stakeholders to support the effective delivery of kerbside recycling services and continuous service improvement.
- Communicate positively with members of the public via door-to-door visits, site visits and community events, to increase knowledge and understanding and encourage better recycling behaviours. This may require occasional attendance at community events during evenings or weekends.
- Collect, analyse and record data relating to recycling performance, contamination, resident behaviour or service feedback; including bin checks and survey responses ensuring information is recorded consistently and can be reported effectively
- Assist in the development and coordination of communications, engagement and recycling improvement materials, ensuring messaging is clear, accurate and aligned with service standards, legislation and project objectives.
- Monitor and evaluate the impact of recycling improvement activities reporting on outcomes, learning and recommendations to inform future interventions, pilots or service improvements.
- Prepare reports, briefings and presentations for meetings with internal colleagues and external partners, and track actions to ensure progress is maintained against agreed timescales.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Kerbside Recycling Improvement Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to NVQ Level 3 (A Level) or equivalent experience in a relevant field (e.g. environment, recycling, waste, project support, engagement or data analysis)• Foundation project management qualification or willingness to work towards one.
EXPERIENCE	<ul style="list-style-type: none">• Strong public engagement or education experience providing clear information and responding positively to questions or concerns• Experience of supporting projects, improvement initiatives or work programmes• Experience of working with a wide range of stakeholders• Experience of collecting, handling or reporting data or performance information.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent written communication skills with the ability to draft reports, briefings and engagement materials that are clear and accurate• Excellent interpersonal skills with the ability to engage positively with the public and other stakeholders in face-to-face settings and community events• Ability to plan, organise and prioritise workload to meet deadlines and manage multiple tasks simultaneously with appropriate supervision• Ability to work accurately with data, reports and project documentation, with good attention to detail• Ability to work collaboratively as part of an extended team and to build effective working relationships with internal and external stakeholders.• Competence in using standard IT systems, spreadsheets and reporting tools• Enthusiasm for sustainability and environmental improvement• Commitment to equality, diversity and inclusion in all aspects of work
KNOWLEDGE	<ul style="list-style-type: none">• Basic knowledge and understanding of recycling, waste or environmental services, preferably within a local authority or community context, or willingness to develop knowledge quickly.• Understanding of project support processes, including monitoring actions, timescales and budgets.• Awareness of national legislation and local guidance and best practise relating to recycling and waste services.

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making