



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Recycling Engagement Officer	Role Profile Number: SBC_12162
Grade: CFL6	Date Prepared: May 2024
Directorate/Group: Inclusive Economy and Sustainability	Reporting to: Principal Waste Manager
Structure Chart attached:	No

Job Purpose

This is an exciting time for Swindon Borough Council Waste Services as we build upon the success of the food waste collection roll out across Borough. The main focus of this role is to increase the amount of food waste being recycled by diverting it from the refuse stream. This will be achieved by working directly with residents and community groups to ensure they have all the knowledge, equipment and motivation take part in the service as recycling food waste reduces the financial, environmental and climate impacts of waste disposal.

Key Accountabilities

- To interact with householders on the doorstep to encourage food waste recycling, supported by recycling service information from the collection and disposal staff.
- Using the information gathered to devise campaigns strategies and liaise with the Communications Team to deliver effective communication and education campaigns to reduce waste and improve recycling participation and presentation.
- To design and deliver educational programmes within schools, colleges, community groups and public meetings.
- The post holder must be able to communicate clearly, courteously and effectively with members of the public to address straightforward queries, motivate and persuade householders who do not currently recycle to start and to signpost appropriate information sources where queries can't be addressed directly.
- Liaise with relevant organisations and companies to inform and steer the waste communications to provide the best environmental and economic outcomes for Swindon Borough Council and the residents of the Borough.
- To use the understanding of the latest waste and recycling industry best practices and innovative thinking to help shape the strategy and policy of Swindon's waste and recycling collections and to fully cost any ideas and proposals to inform the Senior Waste Team.

- To analyse and use any management information and statistics gathered around national and local waste and recycling in order to communicate changes to the Waste Services Management Team.
- Plan and deliver a work programme to include: workload planning process design and refinement monitoring, reporting and updating progress to the Waste Services.
- Communicate effectively with project staff and work collaboratively to deliver team objectives.
- Deliver the work programme safely in accordance with all operational and health and safety work instructions.
- To monitor performance and measure success of service improvements/campaigns against Key Performance Indicators through the analysis of data and feedback to relevant stakeholders by presenting results back in clear and meaningful ways.

Knowledge & Experience

- Ability to communicate professionally and confidently with members of the public, staff and stakeholders
- Self-motivated and proactive
- Experience in the planning of communications.
- Experience of working towards specific targets either in sales or service delivery environment.
- An understanding of the importance of recycling and environmental issues associated with waste collections
- An understanding of the factors and motivators involved in changing behaviour
- Good time-keeping skills.
- Ability to work effectively and safely as part of a small team.
- Good standard of literacy and numeracy.
- Good understanding of Microsoft Office programs, including Excel.
- Able to manage, interpret and record information and follow instructions provided.

Decision Making

- Decisions and recommendations on adaptations to processes to address root cause issues.
- Inform all decisions on the operational requirements of the Waste Services department.
- Make decisions on which campaign to use based on information obtained.

Creativity and Innovation

- Identification of root cause issues of non-participation of recycling and how these can be addressed.
- Review ways of working and identifies opportunities to improve the work of the team.
- Identifies creative solutions to improve recycling rates.
- Demonstrate an enthusiastic approach and constantly strives for improvements to performance and service.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • None <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • None <p>Tasks delivered</p> <ul style="list-style-type: none"> • Statistical and management information collation • Behaviour change • Recycling education • Working with general public 	Budget Holder	No
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Contacts and Relationships

- All Waste Services staff
- The general public
- Ability to develop and maintain good working relationships at all levels, including during difficult or challenging circumstances
- Strong teamwork: ability to work closely with colleagues to ensure the provision of a seamless service, jointly planning and sharing workload and supporting other team members to ensure the needs of customers of the service are fully met

Other Key Features of the role

- To occasionally work in hazardous conditions which may exist at times.
- To occasionally work in conditions where there may be a risk of injury.
- Unpleasant environmental conditions due to the waste storage.
- Plan own workloads with requirements to meet varied and tight timescales.
- Periods of lone working.
- Requirement to undertake any other duties commensurate with the level of the role should the service require it.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	