

Education & Enforcement Officer

Salary – £28,142 to £30,024

Hours – 37 hours – office base, on-site, hybrid working

The role

We are currently seeking to appoint an Education & Enforcement Officer. This pivotal role will support the expansion of our waste and recycling services by strengthening client relationships, promoting environmental compliance, and contributing to the Borough's sustainability objectives. The successful candidate will assist in generating new commercial waste business while ensuring the retention and satisfaction of existing customers.

Qualifications

- Educated to GCSE standard 'C' or above (or equivalent).
- NVQ level 3 in Waste and Recycling or equivalent, is desirable.
- Full clean driving licence.

Duties and responsibilities

- Assist the Service Manager in producing and delivering a waste, commercial and education strategic plan, in line with the Council's services to encourage responsible waste management and waste reduction.
- Work on site, including working with the crews, to ensure a visible presence with customers and residents.
- Devise and produce promotional and educational messages and materials to support the delivery of service strategies and action plans, including changes to refuse collection days and collection frequencies.
- Produce and deliver school, community-based activities and presentations both proactively and upon request.
- Provide support, guidance and promotion to residents and businesses on waste and recycling.
- Develop and coordinate partnership initiatives with national and regional campaign organisations such as Keep Britain Tidy, and collaborate locally with volunteers, community groups and neighbouring councils.
- Act as a primary point of contact for waste and recycling enquiries, addressing queries and resolving issues promptly.
- Visit customers on-site and complete waste needs assessment as required, and prepare proposals and quotes for potential commercial customers.
- Build and maintain good relationships with customers and residents, ensuring high level of satisfaction and retention.
- Work with the Council's Communication team to promote all waste and recycling services through marketing and campaigns including designing and using forms, surveys, and leaflets.
- Attend meetings of resident groups or similar organisations as required.

- Work collaboratively with Operations Team and wider Council to facilitate the efficient delivery of the commercial waste service and wider Operations objectives including enforcement activities.
- The postholder will be required to work outside normal office hours on occasion, including evenings and weekends

Person Specification

- Experience of delivering presentations to large and small audiences, e.g. schools, community groups, colleagues etc. is desirable.
- Experience in practical design, preparation and delivery of education/publicity initiatives, is desirable.
- Ability to identify and develop commercial opportunities
- Experience of working in local government, would be an advantage.
- Experience of working in a waste and recycling environment, would be an advantage.
- Experience of working in a sales environment, undertaking a commercial approach to generate income, would be an advantage.
- Excellent communication and interpersonal skills, with the ability to build relationships at all levels.
- Strong organisational skills, with experience of meeting agreed targets.
- Excellent IT skills with good working knowledge of Microsoft Office.
- Ability to work collaboratively with internal and external partners.
- Ability to carry out physical work such as setting up exhibitions and presentations, and putting together community packs and delivering the same within the borough.
- Ability to use own initiative and manage own workload with minimal supervision.
- Ability and willingness to demonstrate the council's values and behaviours.
- Full current driving licence and access to a vehicle for work purposes.
- Requirement to occasionally work outside office hours.

General Statement

The information contained in this job description is provided to assist employees joining the council to understand and appreciate the work content of their post and the role they will play in the organisation. However, the following point should be noted:

- Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used, in which case all the usual associated routines are naturally included in the job description.

As part of our commitment to inclusion, we offer guaranteed interviews for specific groups of people. To qualify, you will need to meet the minimum requirements for the role, and identify with one of the below criteria:

- Members of the Armed Forces and veterans
- If you consider yourself to be disabled or if you have a long-term health condition.