

## LONDON BOROUGH OF REDBRIDGE

### ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Role Title:</b>	Neighbourhood Engagement and Education Officer		
<b>Directorate:</b>	Place	<b>Grade:</b>	LBR8
<b>Department:</b>	Civic Pride	<b>Hours/weeks:</b>	36 hours per week
<b>Function:</b>	Street Scene	<b>Post number:</b>	
<b>Team:</b>	Street Cleansing, Environmental Enforcement and Neighbourhood Engagement	<b>Base/location:</b>	Ley Street Depot
<b>Reports to:</b>	Neighbourhood Street Scene Manager		

<b>Responsible for:</b>	N/A
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#### Role and Context

<b>Overall Role Purpose:</b>	To jointly plan, participate in and lead neighbourhood engagement activities, engaging with all relevant partners promoting awareness, educating, informing and transforming behaviour in order to improve the look and appearance of the street scene, minimise waste and increase recycling throughout.
<b>Role Context:</b>	It is recognised that the combination of an integrated street cleansing, enforcement and education and engagement within neighbourhoods provides the best opportunity to improve the street scene.

<b>Key Accountabilities and Result Areas</b>	
<b>1. Strategy and Planning</b>	<p>To develop and deliver neighbourhood engagement activities and initiatives, linked to the Our Streets Strategy, to ensure the Council is providing the services in accordance with Council Policies, Government guidelines and all relevant legislation.</p> <p>To contribute to the development of recycling, composting, waste reduction, anti-littering and fly tipping policies and projects in Redbridge.</p> <p>To contribute to the development of plans and strategies that are designed to improve services, that may result in policy changes and that promote the Council's stated objectives.</p> <p>To liaise with Street Scene Officers and the Planning Service to inform policy decisions on street scene storage facilities and containers.</p> <p>To keep up to dates with London-wide and national developments in recycling, waste management and environmental improvements and lead on related small scale local research projects to contribute to such developments.</p>
<b>2. Operations and Support</b>	<p>To develop and deliver neighbourhood street scene engagement activities that meet the priorities, locally.</p> <p>To present environmental improvement, recycling, composting and waste reduction issues to interested groups.</p> <p>To contribute towards the preparation of specifications for the collection of recyclable materials from households and flats.</p> <p>To participate in and, where appropriate, to Chair officer working parties, which will facilitate the development and implementation of the Neighbourhood Street Scene.</p> <p>To prepare applications for both internal and external funding bids for projects falling within the remit of the service area.</p> <p>To write reports and briefing papers on a range of Council issues relating to recycling, composting and waste reduction, enforcement and neighbourhood engagement and education activity and other related issues and to attend committees and residents' meetings and pre-meetings when appropriate.</p> <p>To prepare briefing notes for Members and senior officers on issues as requested.</p> <p>To co-ordinate local activities relating to neighbourhood engagement and education projects on waste and recycling systems and encourage waste recycling and reduction initiatives within the Council.</p>
<b>3. Systems and Process Development and Improvement</b>	<p>To undertake small local research projects to gather information to inform waste reduction and recycling/composting improvement projects and initiatives.</p> <p>To investigate enquiries and complaints from the public, Members and/or other members of staff and to resolve problems that arise.</p>
<b>4. Communication Partnership</b>	<p>To represent the Council at external and internal meetings, working parties, resident forums etc.</p> <p>To lead or represent the Council, Neighbourhood Manager or Head of Service in project working as required.</p> <p>To attend Member led Scrutiny Panels and Working Parties to facilitate the development of the Authority's approach to waste and recycling and other service area related projects and prepare and deliver presentations to Council Committees, Schools, Voluntary Groups and businesses on subjects within the remit of the post.</p> <p>To liaise with local ward members, street champions, community groups and residents on issues relating to waste and recycling and developing associated projects with resident/community input.</p> <p>To disseminate recycling information as widely as possible in the community in order to raise awareness of recycling issues and stimulate interest.</p>
<b>5. Performance and Standards</b>	<p>To collect and collate performance data required by the council and/or relevant Government bodies.</p>

<b>Key Performance Outcomes</b>	Service provision is within required KPI targets (local or corporate) and service delivery adheres to all Council policies and legislation.
<b>6. Resource Management</b>	To contribute to the development of publications and materials designed to reduce waste and encourage re-use, recycling and composting.
<b>Corporate Accountabilities</b>	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
<b>Flexibility</b>	The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

Person Specification			A-I-T
Knowledge & Experience		Method of candidate assessment: A = Application form I = Interview T = Test	
Statutory or Mandatory qualifications:	<ul style="list-style-type: none"><li>No mandatory qualification required.</li></ul>		
Educational Ability	<ul style="list-style-type: none"><li>General level of education.</li></ul>	A-I	
Key Subject or Content Areas (inc: Desirable Qualifications)	<ul style="list-style-type: none"><li>Waste management and marketing, recycling, re-use, composting and waste reduction.</li></ul>	A-I	
Knowledge / Experience Field Title e.g. Project Management	<ul style="list-style-type: none"><li>Project management, devising a programme for residents, businesses, schools and community groups.</li><li>Liaising with residents, businesses, schools and community groups on activities and initiatives.</li><li>Experience of working with community groups and developing/coordinating local community projects, preferably within an environmental area.</li></ul>	A-I	
+ Knowledge / Experience Field as required	<ul style="list-style-type: none"><li>Working alongside community groups householders, businesses and all represented groups in LBR to ensure waste is contained and managed.</li></ul>	A-I	
Supervision	<ul style="list-style-type: none"><li>Ability to help coordinate the day-to-day work of the neighbourhood team as it relates to engagement on a day-to-day basis to ensure other activities are completed effectively to required standards.</li><li>Ability to supervise small teams and groups of volunteers on community based projects and programmes.</li></ul>	A-I	
Skills / Abilities Field Title	<ul style="list-style-type: none"><li>Good negotiation skills in order to establish and promote good environmental habits in "hard to reach" neighbourhoods</li><li>Ability to help design and produce appropriate promotional material relevant to encouraging community participation, influence behaviour and waste minimisation.</li><li>Excellent communication and presentation skills both verbally and in writing with a range of audiences including all age groups.</li><li>Ability to deliver assemblies and classroom workshops to schoolchildren aimed at increasing awareness of waste minimisation and recycling.</li><li>Ability to liaise with teachers to ensure good environmental habits, waste minimisation and recycling is integrated into the curriculum.</li></ul>	A-I	
Corporate Behaviours	<ul style="list-style-type: none"><li>The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.</li></ul>	A-I	

<b>Effective and Collaborative Team Working</b>	<ul style="list-style-type: none"> <li>• To take responsibility for personal development and actively participate in all learning and development.</li> <li>• To participate in the ongoing development, implementation and monitoring of service plans.</li> <li>• To support and contribute to value for money, service efficiency and improvement.</li> </ul>	A-I
<b>Working Pattern and travel</b>	<ul style="list-style-type: none"> <li>• Occasional working in evenings and at weekends.</li> </ul>	