

job description



Position title	Community liaison manager
Date	July 2025
Line Manager title	Southend Communications Manager
Grade	10

Purpose

The Community Liaison Manager (CLM) is a key role for SUEZ in Southend-on-Sea, acting as the primary point of contact with residents, community groups, elected members, schools, and the media. The CLM plays a leading role in managing contract communications internally and externally to protect and enhance SUEZ's reputation locally and within the wider industry. A champion of change, the CLM leads on communicating service changes, behaviour change initiatives, and innovation. The role supports delivery and monitoring of the contract's engagement, education, and performance objectives, while promoting the re-use shop and wider social value initiatives to benefit the Southend community.

Key responsibilities

- Develop and deliver an annual communications and stakeholder engagement/education plan to support continuous improvement, contract performance, and behaviour change objectives.
- Manage external and internal communications on a day-to-day basis for the Southend contract, through the appropriate SUEZ and customer channels.
- Assist in the promotion of resident-facing communications relating to collections, street cleansing, HWRCs, reuse, and changes in service. Advise on subject matter, tone, channels, and frequency.
- Act as the key liaison with Southend-on-Sea City Council's press office, elected members, and local stakeholders to ensure strong partnership working.
- Be the first point of contact for inbound queries, feedback, and information requests, ensuring timely responses and follow-up. The CLM will also ensure the contract website is regularly updated.
- Organise and facilitate community liaison group meetings and represent SUEZ at external events.
- Lead and coordinate behaviour change and education initiatives in collaboration with the Council, community groups, and other local stakeholders to achieve contract commitments.
- Promote and support the contract's re-use shop and SUEZ's wider social value activity in Southend, ensuring the environmental and community benefits are communicated effectively.
- Manage internal activities within the Southend contract to promote engagement from colleagues and ensure operational alignment with the communications plan.
- Encourage continuous improvement by analysing service data, enhancing customer experience, delivering relevant staff training, and assisting operations with service changes..

Skills

- Excellent communications skills – both written and verbal – with the ability to produce engaging, audience-appropriate content across a range of channels and formats.
- Strong interpersonal skills, with confidence in engaging with members of the public, elected officials, and other external stakeholders.
- Strong project and time management skills, able to balance multiple priorities and deadlines across short and long-term projects.
- Skilled in identifying trends, opportunities, and risks in relation to communications and public sentiment; able to offer proactive recommendations and add value to the customer.
- A change agent – capable of influencing behaviour and supporting the successful roll-out of new initiatives across the contract.

Behaviours

- Work to high ethical standards in terms of transparency, confidentiality including complying with company code of conduct, any local / contract codes of conduct and ethics codes of professional bodies e.g. PRCA, CIPR
- Proactive approach to managing relationships with both internal and external stakeholders and other aspects of the role, able to build own network.
- A team player, comfortable working in an operational environment and working in with cross-functional teams.
- Able to influence colleagues and peers to secure buy-in and co-operation in communications projects / initiatives, through a can-do, solutions focused approach.
- Can adapt communication styles to build trust and connection with diverse audiences.
- Organised and self-motivated, able to manage workload effectively across reactive tasks and planned initiatives.

Knowledge

- Experience of 3+ years in a communications or community engagement role
- Previous experience in a customer facing role and working with the general public managing customer relations
- Demonstrable understanding of the waste sector
- An understanding of local politics, the public sector and community engagement.

Specific candidate requirements

- Valid driving licence
- Ability and willingness to attend evening and weekend community engagement events

Qualifications

- Degree level or equivalent

Please note: The content of this job description reflects the main duties and responsibilities of the job and is not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.