

## Role and responsibilities

### Identity

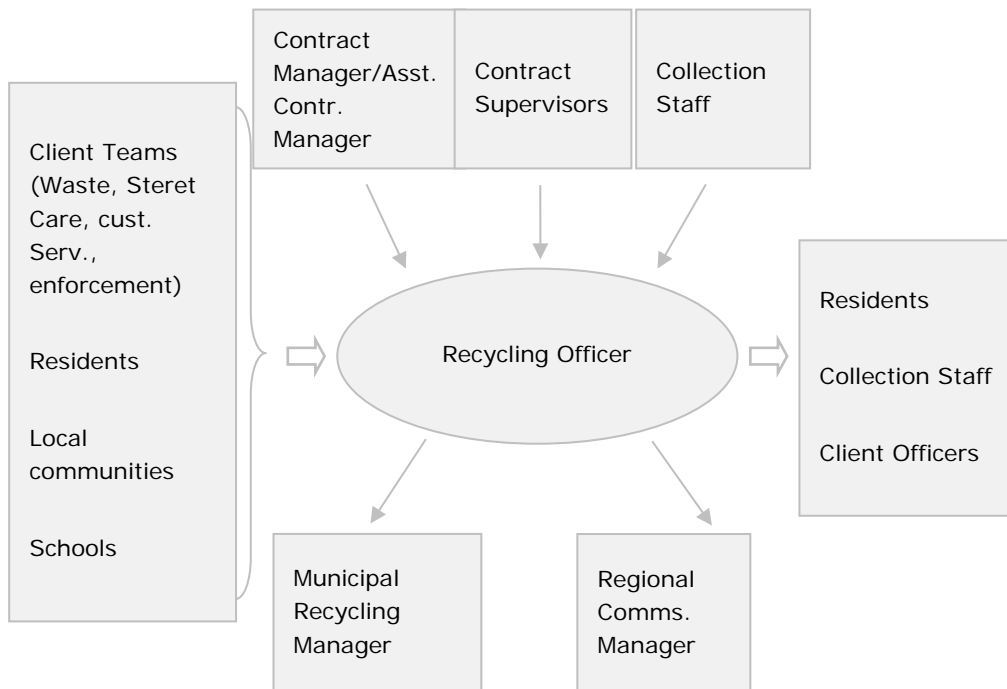
<b>Position title</b>	Recycling Officer
<b>Date</b>	February 2016
<b>Line Manager title</b>	Assistant Contract Manager/Contract Manager
<b>Grade</b>	12

### Purpose

(the 'why' of the position, within which limits and according to what objectives)

<b>Why</b>	To develop and deliver an agreed engagement and awareness programme which positively influences the diversion of material for recycling and overall waste production. While at the same time creating and enhancing positive relationships with the client, residents, staff and any other key stakeholders.
<b>Within</b>	The annual programme agreed with the client and the contract manager
<b>According to</b>	The contract's annual business plan

## Key stakeholder interaction network



## Ideal candidate experience

### Background/Experience

A range of backgrounds could make excellent candidates for the role including

- communications/PR
- education
- sales

A suitable candidate must be able to demonstrate that they have

- had responsibility for their own work and delivered it on time and to a high standard.
- delivered projects/work which are creative/innovative.
- proactively engaged and built positive relationships with key stakeholders.
- provided excellent customer service.

### Specific Knowledge

- Knowledge of the waste industry, communications, education and behaviour practices would be advantageous.

### Customers & People

- Must be able to proactively engage with residents, staff and local authority contacts, either to achieve a positive outcome or resolve an issue.
- Must be confident in public speaking to a wide variety of audiences.
- Experience of working with children is desirable but not essential.
- Must be willing to be DSB checked.
- Membership of CIWM would be an advantage.

### Business Understanding

- Understanding of the economics of recycling industry would be advantageous.

## Area one - Engagement and awareness programme

Details	Delivery measure
<ul style="list-style-type: none"><li>• Develop and deliver an annual programme with the contract manager, municipal recycling manager and appropriate client officers, to support the key messages of our client and increase resident's engagement in the services.</li><li>• Agree key KPIs to monitor the impact of the programme.</li><li>• Work with all key stakeholders to deliver programme with maximum impact.</li></ul>	Annual programme developed and signed off.  Results of KPIs
In order to	provide an annual structured programme to promote key messages and monitor the outcome of the work undertaken.

## Area two - Education

Details		Delivery measure
<ul style="list-style-type: none"> <li>Develop and deliver of education programmes which target school age children and engage them to take up effective resource management principles.</li> <li>Take responsibility for development and procurement of equipment and assets associated with the activities.</li> </ul>		<p>Number of activities delivered, schools visited and children engaged with.</p> <p>Recycling rates.</p>
In order to	influence behaviour through encouraging children to take a pro-active lead in their household's sustainable waste management practices.	

## Area three - Public Engagement

Details		Delivery measure
<ul style="list-style-type: none"> <li>Engage with the public directly through roadshows, door step engagement, talks and any other agreed methods to support the key message of the annual programme.</li> <li>Take responsibly for the materials and assets associated with this work.</li> </ul>		<p>Number of events attended, residents engaged with and results of follow up work.</p>
In order to	positively influence resident behaviour to divert material from disposal.	

## Area four - Communications

Details		Delivery measure
<ul style="list-style-type: none"> <li>Support the development of key council communications as necessary – include written and digital material, to support each project in the annual programme.</li> <li>Develop SITA led communications as agreed in annual programme.</li> <li>Liaise with Regional Communications Manager to update them on activities, to maximise their promotion both internally and externally.</li> </ul>		<p>Literature produced</p> <p>Number of social media posts, internal articles</p>
In order to	produce effective communications which support key objectives and promote the work being delivered to all stakeholders.	

## Area five - Operational support

Details		Delivery measure
<ul style="list-style-type: none"> <li>Identify and engage with low participation areas through participation monitoring exercises and subsequent engagement work, as agreed in the annual programme.</li> <li>Provide customer support where appropriate for the contract, such as dealing with residents enquiries for example what materials can be recycled and what happens to them after collection.</li> </ul>		<p>Participation results pre and post interventions.</p> <p>Number of customer enquiries dealt with.</p>
In order to	increase recycling in low participation areas and provide customer support for key enquiries.	

## Area six - Materials

Details		Delivery measure
<ul style="list-style-type: none"> <li>Support objectives to identify and reduce contamination in collected material.</li> <li>Increase the volume of materials captured through the kerbside and alternative sources e.g. bring banks, third parties – as agreed in the annual programme.</li> </ul>		<p>Volume of materials captured and price of material following actions taken.</p>
In order to	increase the volume and value of the materials collected through the contract.	

## Please note

1. In line with our Values and Ethics Charter, the job holder is expected to:
  - Act in an honest, responsible and respectful manner to others.
  - Be responsible for their own professional conduct.
  - Comply everywhere and in all circumstances with the laws and regulations connected with their activities.
  - Comply with our obligations to other parties such as shareholders, associates, clients, suppliers and the community.
  - Ensure the health, safety and wellbeing of employees, customers and other personnel at all times.
2. The content of this job description reflects the main duties and responsibilities of the job and are not intended to form part of the contract of employment. SUEZ may revise the content of the role and responsibilities at its discretion.