**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Waste and Recycling Communications Advisor  |
| **Job Reference** | 17170 |
| **Grade and Salary** | 5 - £32,076 per annum (pro rata if part time)This role includes performance related pay progression |
| **Service and Team** | Growth, Highways and Infrastructure – Waste Management  |
| **Location** | Endeavour House, Russell Road, Ipswich, Suffolk, IP1 2BX – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Fixed Term or Secondment to October 2025 (maternity/paternity)** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

Support the Council in the delivery of its priorities and statutory duties in relation to waste management.

Identify and deliver projects to improve services including initiatives for influencing public attitudes and behaviour and supporting and delivering waste infrastructure projects; liaising closely with partners and other stakeholders.

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| **About the team**  |

The waste & recycling team delivers the Council’s statutory duties as a waste disposal authority, i.e. the treatment and disposal of municipal waste and the provision of a network of household waste recycling centres. In addition, the team works closely with other agencies, most notably the district and borough councils responsible for waste collection, to ensure the smooth, effective and efficient delivery of these high profile, universal services and to influence public attitudes and behaviours in relation to waste.

All officers within the team contribute to delivering the team’s overall objectives, priorities and projects. In addition, the service development function within the waste management team is primarily responsible for developing projects and initiatives to improve services and delivering value for money. Key services include energy from waste, recycling centres and the processing of mixed recyclables.

Working as part of a wider team to manage Suffolk’s waste effectively, the post holders will deliver initiatives and projects to bring down costs, improve customer experiences and improve environmental outcomes.

The post-holder is responsible for

* Coordinating, implementing and supporting new and agreed service development projects
* Understanding and advising on legislation and services relating to waste management
* Delivering projects funded through the Suffolk Waste Partnership’s resource efficiency fund
* Delivery of service improvement projects
* First point of contact for advice for businesses, community groups (parish councils, town councils) etc
* Identifying and supporting applications for external funding opportunities for projects
* Working with partner organisations

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| **General role expectations of employees** |

* Modelling our ASPIRE values in all that we do.
* Being an effective ambassador for Suffolk County Council, acting in a professional manner and demonstrating integrity.
* Taking responsibility for own personal growth and development, sharing what we learn with colleagues and being motivated to perform at our best.
* Making the most of our resources, applying smart working, good time management and finding ways to improve and respond to changes.
* Striving to resolve problems and achieve positive outcomes, influencing improvements for positive change.
* Communicating clearly with our customers being considerate to their needs and aspirations, taking responsibility and doing what we say we will do efficiently and effectively.
* Working collaboratively as one team, building relationships with colleagues, partners and a network of contacts to deliver the best outcomes, paying attention to customer satisfaction.
* Ensuring value for money in providing a quality service.

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| **What you will be expected to deliver in the role** |

**Demonstrating Leadership and Motivation**

* Coordinating, implementing and supporting new and agreed service development and improvement projects working with stakeholders and interested parties e.g. district councils, community groups, contractors and local businesses.

**Solutions-Focus, Problem Solving and Decision Making**

* Ability to identify problems/concerns/issues within own areas of waste service
* Research, develop and implement solutions
* Understand own contribution to managing risks, and follows relevant policies as necessary
* Overcoming practical issues encountered, implementing policies and practices for customers and partners

**Business Focus, Project and Resource Management**

* Understand and advise on legislation and services relating to waste management for businesses and community organisations
* Deliver projects, including those to deliver aspects of the joint waste strategy, waste infrastructure development and those funded through the SWP Resource Efficiency Fund, following organisational guidelines and policies, to achieve objectives and satisfy project sponsors and key stakeholders
* Identify and support applications for external funding for projects

**Operations/General Management**

* Identify and develop good working relationships with other organisations eg district councils, community organisations and local businesses
* Ensure all information managed in own area of responsibility complies with information handling procedures as appropriate (including information legislation such as the Data Protection Act and Freedom of Information Act)

**Communication and Presentation**

* Liaise with district councils, community groups and other partners, decision-makers and other stakeholders
* Act as point of contact and source of general information for partners, businesses, community groups and members of the public as necessary across range of waste services
* Making sense of feedback from customers and partners and feeding this into the decisions that are made about service design and delivery

**Change Management, Continuous Improvement in Service Provision**

* Use research and consultation to plan, carry out and evaluate new/revised services and advice for communities and businesses
* Implement changes and improvements to services and their delivery

Although this list provides examples of what you will be doing it’s not intended to be exhaustive and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant qualification such as NVQ4, HNC/D.
2. High levels of literacy and numeracy skills required.

**Values and personal qualities**

1. Demonstrates personal values and behaviours aligned to our corporate [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) values.
2. Passionate about making a positive difference for Suffolk.
3. Shows commitment to the needs of customers/service users.
4. Ability to develop and sustain effective relationships, team working and partnerships.
5. Ability to embrace and manage change and create a culture of continuous improvement.

**Specialist knowledge skills and experience**

1. Previous administrative experience
2. Previous budgetary/finance experience
3. Knowledge of health & safety regulations
4. In-depth knowledge and understanding of team procedures, e.g. financial, administrative, personnel, operational etc.
5. Good knowledge and understanding of principles of sound financial discipline
6. Ability to share knowledge and/or present new information to others, possibly in a formal setting.
7. Ability to provide comprehensive advice and guidance to other staff on a range of issues, e.g. administrative/clerical/personnel/financial procedures, particularly within specialism of own team.
8. Ability to provide comprehensive advice and guidance, to range of audiences, which could include the general public, on matters and issues relating to own specialism.
9. Ability to influence and negotiate with staff over priority of work/staff cover etc.
10. Ability to undertake negotiations/influence on behalf of own team/special support function/service office.
11. Good verbal and written communications skills required to convey varied and/or complex information with a range of audiences, including staff of all levels, members of the public etc.
12. Proven experience of managing staff. (Desirable)
13. Knowledge of legislation relevant to the team (including relevant human resource, equalities, environmental policies). (Desirable)
14. In-depth knowledge of relevant policies, practices and procedures relevant to the team. (Desirable)
15. Knowledge of SCC organisation and structure. (Desirable)
16. Knowledge of how own team inter-links with others. (Desirable)
17. Knowledge and understanding of corporate standards and requirements relating to the provision of services, particularly in relation to own team/specialism. (Desirable)
18. Ability to undertake performance reviews. (Desirable)
19. Ability to negotiate with suppliers to the provision of goods and/or services. (Desirable)

**Additional requirements**

1. Regular travel across the county to attend meetings and site visits is required.
2. Flexible approach to working, e.g. occasional weekend and/or evening work.
3. Knowledge and use of general office equipment.
4. Knowledge of team computerised systems, may include specialised SCC software, e.g. Oracle, Compass, Galaxy etc.
5. Knowledge of any specialist equipment used within Waste.
6. Keyboard and mouse skills required to undertake a range of tasks. E.g. production of reports, correspondence, documentation, data input, interrogation of systems etc.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.