

## Job Profile

**Job Title: Senior Environmental Services Officer**

**Job Grade: Level 4 Zone 1**

**Salary Range: £40,652 - £46,779**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Environment Services is responsible for managing and delivering Camden's duties as a Statutory Waste Collection and Statutory Litter Authority providing domestic and commercial waste and recycling services, street cleansing services and other non-statutory services, including, graffiti removal, management of public conveniences and management of street markets and kiosks. The Senior Environmental Services Officer will provide strategic contract management of environmental services including development of effective partnership working and supplier relationship management leading to improvements in service delivery.

### **About the role**

The ideal candidate will review changes in policy, strategy and legislation to assess the impact across environmental services, make recommendations for change and project manage developments in waste, recycling, cleansing, street trading and public realm management. The post will lead on contract management across the service including liaising with Environmental Services Management team to ensure effective service delivery from external suppliers. The successful candidate will act as an expert for the service providing responses to complex enquiries including freedom of information requests and members enquiries and work with a wide range of stakeholders to effectively deliver shared goals.

This role will be required to provide strategic contract management and service development functions, working collaboratively with key suppliers and partners to deliver improvements in service quality, efficiency and value for money across all key areas of waste management, recycling, cleansing and street trading. The ideal candidate will develop, manage and support effective performance and contract management activity across all Environment teams with responsibility for ensuring capture, analysis and reporting of performance data from a range of sources. This role will be required to initiate and project manage service improvement projects, including research into policy change, best practice, innovation and benchmarking across a range of service areas including waste, recycling, cleansing, street trading and public realm enforcement.

The ideal candidate will respond to changes in national and regional policy, strategy and legislation carry out research and analysis on the impacts to the authority and prepare reports and recommendations on options and outcomes that may lead to service development or change. The ideal candidate will work with partners to develop effective communications and engagement approaches to assist with promoting frontline services, to raise awareness of low waste, low carbon behaviour change, increase participation with recycling and waste minimisation and promote community involvement in improving standards of environmental quality. To be responsible for liaising with web development team to ensure that information on current service offer is up to date.

For this role the post will undertake the management and implementation of waste minimisation, recycling, cleansing, street trading, enforcement and other multi-disciplinary projects including the effective management of budget and staff resources. The post will manage, maintain and develop effective stakeholder relationships, including representing the service and the borough at various industry related network meetings and ensuring that good practice is proactively identified and adopted within the service where appropriate. The ideal candidate will lead on development and implementation of effective enforcement and engagement approaches across all Environment teams, including production of operating procedures, training plans and co-ordinated action to target problem areas. To provide expert advice and assistance to partners and stakeholders in improving service delivery, increased community engagement and improved local environmental quality. The ideal candidate will liaise with other department teams, Council departments and outside organisations in the development and implementation of Environment Services policies and projects.

For this role the candidate will prepare and present report, briefings and service information to a wide-ranging audience including council committees, senior management and Councillors meetings, public forums, business networks, staff meetings and external industry seminars. The ideal candidate will be responsible for ensuring appropriate and timely responses to complex correspondence, complaints and enquiries from customers, stakeholders, senior officers and members enquiries within agreed timescales and in line with Camden's Care Standards. To deal with all Freedom of Information requests and coordinate the appropriate response.

### **About you**

Understanding of the principal responsibilities and key issues in the delivering Environmental Services with detailed knowledge in one or more of the following areas: waste management, recycling, cleansing or street trading. EU and National policy, legislation, best practice and innovation in one or more of the following: waste, recycling, cleansing, street trading and enforcing local environmental quality

### **Work Environment:**

During the course of work the post holder will have high levels of engagement /contact with members of the public, contractors, customers and other stakeholders. The jobholder will be expected to attend meetings and visits that may occur outside normal office hours. This may include meeting with members of the community away from an office or communal environment, where there can be risk or hazard to the jobholder.

### **People Management Responsibilities:**

There is no direct line management, but the post will manage project delivery with officers across the council and work collaboratively with key suppliers and partners to deliver improvements in service quality.

### **Relationships:**

Significant working relationships include:

- Working in partnership with contractor and other stakeholders to deliver contract outcomes
- Reports to the Environmental Services Manager

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,