

## **Job Profile**

### **Service Development Officer**

**Job Title: Service Development Officer**

**Job Grade: L4 Z1**

**Salary Range: £43,044 - £49,131**

#### **About North London Waste Authority (NLWA)**

Employed by London Borough of Camden, this role is based in North London Waste Authority (NLWA), serving Camden and six other north London boroughs. North London Waste Authority serves 2 million residents in the boroughs of Barnet, Camden, Enfield, Hackney, Haringey, Islington and Waltham Forest. We help residents reduce their waste and increase recycling. We make sure that their waste is disposed of in an environmentally responsible way. We are delivering infrastructure through the North London Heat and Power Project to provide long term assets for the sustainable management of north London's waste.

These activities contribute to our mission of preserving resources and the environment for future generations by exemplary planning, innovation and communication in managing north London's waste.

The Authority's website is [www.nlwa.gov.uk](http://www.nlwa.gov.uk), and we have a specific website [www.northlondonheatandpower.london](http://www.northlondonheatandpower.london) to provide information on the £1 billion project we are managing to provide new infrastructure.

#### **About the role**

The post holder will support the development and evolution of Waste service and infrastructure required to deliver high quality waste services to residents of North London. The postholder will help shape service to obtain the maximum benefit from changing legislation, resident behaviours, new infrastructure and changing waste management best practice that contribute to delivering better environmental outcomes for residents, our seven constituent boroughs and the authority. In this respect, the successful candidate will have the opportunity to influence change to improve the lives and experiences of others.

The post holder will support the Contract Managers to provide business continuity and service resilience plans, this will include drafting presentations and reports for elected Authority member, senior leaders within the Authority and at our constituent boroughs. The post holder will work closely with the full range of service providers to ensure contract performance meets the contract requirements, with a particular focus on safe working practices.

The post holder will support members of the Strategy and Service team to effectively work with the Authority's programme office to ensure projects are delivered appropriately.

The post holder will support the Head of Strategy and Service to deliver change not managed through the programme office and in particular the development of new Reuse and recycling services.

They will need to build strong relationships with NLWA's external stakeholders. This will include close liaison with our seven constituent boroughs and partner organisations to ensure services are coherent and joined up where required. The responsibility comes with potential reputational impacts and the individual will need to understand the importance of building constructive and effective relationships in a political environment.

Other key duties will include supporting the drafting of papers and briefings for authority meetings and effectively scanning the horizon to produce material on service development and best practice in the waste sector (locally, regionally and nationally). The postholder will link with all parts of the organisation to brief colleagues on service development and BAU activity.

Example outcomes or objectives that this role will be to support contract management best practice, ensuring contract delivery of the highest quality, that is administered appropriately in accordance with contract conditions.

### **About you**

- Highly technical, with expertise in waste and environmental issues
- Experience and understanding of local government
- Strong communication and report writing skills
- The ability to analyse and understand a range of information and data
- The ability to manage conflicting priorities and deadlines
- Experience of building effective partnerships with key stakeholders including elected members
- An understanding of project management would be beneficial

### **Work Environment:**

The NLWA offices are in Tottenham Hale; 2 minutes from the Tube station with great service and amenity links close by. There is also substantial opportunity for home working and alternative flexible working options are available/open to discussion.

### **People Management Responsibilities:**

The post has no line management responsibility.

### **Resource Responsibilities**

There will be no budget responsibilities with the role.

**Relationships:**

The post holder will report to the Senior Strategy and Policy Manager and be part of the wider Strategy and Services team within the Authority.

The post holder is expected to develop and maintain relationships across the organisation, partner organisations, government departments and customers as dictated by the projects, roles and tasks that they will be carrying out. The post holder will also actively seek to make effective relationships with colleagues across the Strategy and Services team and the wider NLWA family.

**Is this role Politically Restricted?**

Some posts 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 value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

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.

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**

We are 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,