**Job Profile:**

**Outreach and Engagement Officer (North London Waste Authority)**

**Level 2, Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The role is to assist with implementing the public engagement elements of the North London Waste Prevention Plan. To engage with the public within the NLWA area on waste issues, raising awareness and levels of understanding and the benefits of reducing and recycling waste and the services and initiatives available, and contributing to behavioural change. To promote waste reduction, re-use and recycling to north London residents, businesses, schools, community groups and staff in order to increase awareness of waste. A significant aspect of the role is face-to-face engagement.

**Example outcomes or objectives that this role will deliver:**

* Create, plan and deliver waste prevention and recycling events in person and online, both alone and with colleagues, including working with contractors.
* Assist and contribute to the delivery of projects in line with NLWA’s Waste Prevention Plan.
* Provide information to the public on waste prevention and recycling and the wider community through webinars, online videos, presentations, workshops and organised events to audiences that have varying degrees of knowledge and understanding of waste issues.
* Work with educational establishments for the promotion of waste prevention and recycling messages.
* Undertake surveys, collect and carry out basic analysis of data to monitor the extent of progress and achievement of objectives and goals.
* Take notes at various meetings and circulate minutes as requested, compile event related data and produce draft reports.
* Ensure that the events section on the NLWA website is up-to-date at all times and upcoming events are correctly listed.
* To organise own work processes within a pre-determined framework to deliver on time and to agreed quality standards.
* Assess and prioritise resources required for the delivery of the outreach activity.
* Respond promptly and positively to customer requirements.

**People Management Responsibilities:**

No direct line reports.

**Relationships;**

The post holder:

* Is part of NLWA’s waste prevention team and will work alongside the Waste Prevention Officers and Senior Waste Prevention Officer who deliver additional aspects of the waste prevention programme.
* Reports directly to the Senior Waste Prevention Officer.
* Is part of NLWA’s External Relations team, which consists of the waste prevention and communications teams.
* Is required to liaise with a range of external organisations, from community groups to universities and then with individuals at outreach events and presentations and is required to make specific contact with a range of people and organisations.
* The work requires the ability to communicate at all levels with audiences that have varying degrees of knowledge and understanding of waste related issues, in order to maintain stakeholder relationships, effect necessary behaviour change and perception and ensure effective continuation of projects and delivery of key targets.
* Public engagement and partnership working requires the ability to communicate flexibility and with confidence, and a constant dynamic and responsive approach to manage the various needs of different groups within the community and work environment.

**Innovation (decision making and creativity)**

* The post requires innovatory thinking within the job role. Specifically, it requires the ability to innovate in order to improve the efficiency and effectiveness of projects and services and the support and resources required to deliver the waste prevention programme.
* Innovation and creativity are required in the approach to developing and delivering content for engagement activities.

**Resource management**

* The post holder will have responsibility for equipment at external events.

**Administrative and organisational approach**

* The post requires the ability to organise and manage a busy personal workload together with a proactive approach to events planning, including making initial contacts with events organisers and contractors, compiling the necessary resources to effectively deliver events and to collect data in the manner specified.

**Work Environment:**

* Up to 70-80% (depending on seasonality) of the working week is ordinarily spent out of the office attending meetings and other activities, some of which will be outdoors. Due to COVID-19 restrictions more of your time will be working online and working from home may also be required. It is anticipated that as restrictions ease the role will include a mix of online and out of the office activity.
* The post holder will also be required to work out of hours and undertake additional weekend working on a rota basis, with seasonal peaks in the summer. Reasonable notice will be given under these circumstances.
* Hours of work may extend beyond normal office working hours (i.e. start time before 9am and finish time after 5pm) and there will be a requirement to attend a variety of venues with occasional evening and weekend meetings, including community/stakeholder events. Time off in lieu of additional hours worked is agreed in advance with the Senior Waste Prevention Officer.
* The post is located at: North London Waste Authority, Unit 1B, Berol House, 25, Ashley Road, Tottenham, London, N17 9LJ. However, the position involves travel to meetings at venues across the seven North London boroughs of Barnet, Camden, Enfield, Hackney, Haringey, Islington and Waltham Forest, and occasionally elsewhere.

**Technical Knowledge and Experience:**

**QUALIFICATIONS**

Essential:

* Current full driving licence.
* Experience of engagement with members of the public and working with a wide range of people/groupsExperience in delivering webinars, online video content, or face-to-face presentations/talks at public engagement events.

Desirable

* Holder of a relevant degree or equivalent qualification

**KNOWLEDGE**

* Practices related to waste minimisation, reuse and recycling
* Knowledge of MS Office or equivalent

**SKILLS**

* Ability and confidence to provide quality advice and awareness-raising to members of the public, employees of local businesses and community groups including at public meetings and online events such as webinars
* Ability to communicate effectively, both in person and in writing and to express and present information accurately, clearly and concisely both orally and in writing. Ability to compose drafts of routine minutes, letters and briefing notes.
* Good organisational skills - ability to manage conflicting priorities, handle a busy workload and meet frequently changing deadlines.
* Ability to assess and prioritise personal work by taking into account work and priorities of the rest of the team to ensure that service targets are met.
* Ability to maintain a wide range of record keeping both computerised and manual.
* Ability to work as part of the team and on own initiative.

**EXPERIENCE**

* Experience of organising high volume, varied workload without day to day supervision, preferably in a waste-related role
* Working on a project to deliver measurable outcomes within a specified time frame.
* Experience of demonstrating commitment and integrating Equalities and Valuing Diversity principles in service delivery.
* Experience in record keeping

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**