

Post Title: Community Engagement Officer

Post Hours: 37 hours per week

Grade: Scale 4

Responsible to: Senior Technical Officer

Responsible for: N/A

Main contact associated with principal duties:

- Officers of the Council
 - Council Members
 - Members of the Public
 - Officers of other Local Authorities
 - Operational Services – Operational, Technical and administrative employees
 - Suppliers
 - Waste Disposal Authority
-

Job Purpose:

To work in the community of Pendle in a professional and conscientious manner to promote current and upcoming recycling and re-use services. The postholder will support the service to reduce the amount of household waste per property and improve the quality of the material collected for recycling.

To foster good working relationships with local voluntary, community and faith groups and organisations.

To undertake research and analysis to support this function, on a wide range of issues.

To support the promotion of local initiatives and co-ordinate and develop bids for resources.

Control of Resources:

- Mobile telephone
 - Use of liveried council vehicles when available
 - Use of shared lone worker alarm / tracking device
-

Main duties and responsibilities:

1. To monitor refuse and recycling bins presented on days of collection and identify where customers are not participating correctly in the schemes due to contaminating their recycling bins.
2. Carry out door to door canvassing activities, engaging the public through direct interaction, raising awareness of the recycling service and motivating customers to participate correctly in the schemes.
3. Distribute literature in support of canvassing activities.
4. Promote recycling services to both commercial and domestic customers.
5. Assist in the development of communications campaigns to improve residents and commercial customers understanding of their duty to reduce and recycle materials such as food waste from 31st March 2026.
6. Support delivery of information and educational events promoting new or revised methods of collection and the management of waste and recycling materials
7. Effectively deal with customer enquiries related to contaminated recycling bins. This may be in writing as well as verbally.
8. Record data arising from the post's activities and assist in providing information for reports as requested.
10. Attend events and promote reduction, recycling and re-use activities and network with the relevant partners/stakeholders.
11. Represent the Council at meetings to promote and share good practice, industry updates and information on recycling services.
12. To undertake and collate the necessary research and intelligence to inform decision making.
13. Comply with all legislative requirements including health, safety and welfare, always ensuring good practice and standards.
14. To be aware of your responsibilities under legislation relating to equalities, safeguarding and other key duties, together with the objectives and targets required in the Council Plan.
15. Apply and actively promote the principles of the Council's Equal & Diversity.
16. To undertake such other duties as may be assigned and as are commensurate with the grading of the post.
17. To undertake training appropriate to the duties of the post.

Selection Criteria	Essential Or Desirable	Assessment Method
Qualifications		
1. Hold a full current driving licence.	Essential	Application Certification
Knowledge, skills, abilities and experience		
2. Ability to communicate effectively, in writing and face to face with a diverse range of people.	Essential	Application Interview
3. Good Microsoft IT skills to enable information, collection and extraction of data.	Essential	Application Interview Test
4. Good written and verbal communication skills with the ability to draft well-structured reports and deliver presentations to a range of stakeholders.	Essential	Application Interview Test
5. Experience of multi-agency working to achieve joint outcomes	Essential	Application Interview
6. Ability to work independently and as a team to manage competing demands/deadlines.	Essential	Application Interview
7. Literacy and numeracy skills to enable accurate record keeping and statistical creation and analysis.	Essential	Application Interview
8. Good skills in researching and investigating information.	Essential	Application Interview
9. Understanding and interest in recycling and waste management.	Essential	Application Interview
10. A good understanding of Pendle's diverse communities, both the assets and challenges, and the local community/ voluntary/ faith sector infrastructure	Essential	Application Interview
11. An understanding and willingness to follow health and Safety requirements relevant to the post.	Essential	Application Interview
12. Willingness to undertake occasional out-of-hours working	Essential	Application interview
Special Requirements		
As this post involves driving a council vehicle. The post will be subject to a pre-employment driver assessment and annual assessment thereafter.		
This post is subject to pre-employment and probationary drug and alcohol testing. It will then be part of the ongoing random testing regime.		