



Job Description		
Job title:	Engagement Team Leader (Waste Services)	
Contracting Council:	South Holland District Council	
Service/ Function:	Waste Services	
Grade:	E	
Hours:	37hrs per week	
Reports to:	Waste Services Manager	
Liaison with: (e.g. Officers, Councillors, Town and Parish Councils, Partners)	Officers, Councillors, colleagues, members of the public, voluntary sector, contractors	
Resource Accountability	Financial	N/A
	Direct Reports	Yes
	Physical and Information	Yes
Purpose of the job		
<ul style="list-style-type: none"> To lead the waste services engagement team in the development and delivery of projects and educational activities that promote recycling, composting, waste minimisation, climate change and environmental initiatives in accordance with the Council's corporate objectives. To engage with the residents, businesses and stakeholders of the district of South Holland to ensure understanding, engagement & compliance with the council's new waste collection services. To assist the Waste Services Manager and wider team to ensure effective delivery of waste services. 		
Key accountabilities (include responsibility for service users)		
<ul style="list-style-type: none"> Ensure the effective and efficient delivery of waste education, engagement & compliance activities by effective management of available resources. Day to day line management responsibility for waste service engagement officers. Review waste collection methods, receptacles and collection points to provide efficient and effective waste services. Visit, engage and proactively work with residents and other stakeholder groups to increase participation, reduce contamination, increase recycling and reduce residual waste. Provide information and advice to a range of stakeholders on the waste hierarchy and encourage better use of the council's waste services to maximise recycling performance. Work collaboratively with frontline staff in the targeting of poor recycling performance and excess waste generation and advise on improvements, including new initiatives/trials. This will include resolving waste & recycling issues out in the district. Identify and coordinate a targeted approach for community involvement with waste and recycling improvement, particularly with hard-to-reach groups. Assist with the implementation of new waste and recycling initiatives. Analyse data and assist with performance monitoring and reporting. Prepare and deliver training to employees in relation to waste and recycling and the Councils services. 		

- Prepare educational material and deliver presentations to all stakeholder groups on waste/recycling matters and related environmental subjects in line with the Councils corporate priorities. Stakeholders include schools, local community groups as well as Council employees. This may involve working out of office hours to attend stakeholder meetings.
- Work in conjunction with the Corporate Communications Team and prepare appropriate material for a variety of promotional platforms.
- Respond promptly and deal with public enquiries and complaints.
- Prepare material to publicise and promote the boroughs waste and recycling services and other environmental topics. This may include editing and updating the council's web pages.
- To attend internal meetings and meetings with other agencies and organisations as required by the Waste Services Manager.
- Collate service data and produce performance reports and improvement plans.
- Accurate record keeping, accounting for own work and that of your team.
- Any other duties appropriate to the grade as directed by your line manager or other service managers.

Knowledge and Skills (include interpersonal/ communication skills and physical and mental skills)

Essential:

- Experience of working in a local authority, in Waste Management or other similar environmental service or project
- Basic knowledge of environmental & waste legislation (EPA 1990, Environment Act 2021, Controlled Waste Regs 2012)
- IT literate (use of systems including Microsoft Office suites, and CRM systems)
- Knowledge of local government operations
- Understanding of Health & Safety in the workplace.
- Ability to work with sensitivity, tact & diplomacy to resolve problems effectively even with potentially difficult customers
- This is a front facing role so must be fluent in English

Desirable:

- Line management experience
- IOSH Managing Safely
- PR & communications experience

Educations/ Qualification

Essential:

- Good general education, including a good standard of numeracy and literacy
- Cat B Drivers Licence

Desirable:

- 5 GCSE's grade C or above, or equivalent
- Waste Management or Environmental qualification.
- Management Qualification

Physical/ Mental/ Emotional Demands

- Ability to work harmoniously within a team
- Flexible approach to work
- The job requires general awareness and sensory attention with short periods of concentrated sensory attention or medium periods of enhanced mental attention
- Dexterity is essential, as are co-ordination or sensory skills as there is some demand for precision in use of these skills
- Ability to communicate clearly and possess good interpersonal skills.
- Commitment to good customer care
- Ability to communicate & deal with potentially uncooperative, aggressive & abusive customers.
- To work in a contentious service area
- To demonstrate honesty and integrity at all times
- Able to work to deadlines
- Able to work on own initiative without supervision
- Adapt to change and open to new ways of working
- Highly motivated and keen to succeed
- Ability to work accurately
- An understanding of the responsibility for safeguarding

- Must be prepared to undertake safeguarding, disability, equality and diversity training.

Working Conditions

- Working outdoors sometimes in challenging weather conditions
- Working flexibly in different environments, including a depot, office, community venues and other areas in the public realm supermarkets, in the street, or parks.
- Ability to carry out manual handling activities in a lone & team working environment.

General

The job description is intended to serve as an indication of the character and general level of the post. They activities are not in order of priority, and they should not be considered as final or exclusive. The list may be changed depending on the operational circumstances of the Councils.

As an employee of South Holland District Council, you must comply with the Health and Safety policies and attend the compulsory Health & Safety training as and when requested.

You will be required to undertake any necessary training to enable you to perform your duties effectively.

There will be multiple policies and guidance you must adhere too as part of your employment contract.

This role involves regular travel across a wide rural district, with multiple site visits on a regular basis, so the ability to independently and reliably travel as part of your daily duties is essential.

Information security & data protection

You will be required to make yourself aware of, and work within, the General Data Protection Policies. Employees must ensure that functions are delivered in a manner compliant with the requirements of the General Data Protection Regulation 2018 and any other legal or professional standards of confidentiality and propriety. Employees are individually responsible for any information in their care whether computerized or manual.

Equal Opportunities

The post holder must carry out his/ her duties with full regard to the Councils Equal Opportunities policy.

Safeguarding

It is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and wellbeing of children and adults at risk. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.

Job description created/ updated by	Name: R Hutchinson	Date: 20.10.25
Job description agreed by	Post Holder:	Date: