



Recycling Officer

LEVEL:	Level 7
ACCOUNTABLE TO:	Head of Waste
SALARY:	£28,598 to £32,061 per annum
LOCATION:	Ivybridge/ Torr Quarry
CONTRACT:	Fixed term contract 12 months

Job Purpose

Work with residents, managers, crews, and stakeholders to increase recycling rates and reduce contamination across the district. Promote the Council's waste strategy and environmental objectives and act as a key contact for recycling and waste enquiries.

Role Profile

- Promote Waste minimisation and recycling initiatives
- Encourage residents to use recycling services correctly
- Support delivery of the Council Waste Strategy
- Engage with Resident, Schools and Community groups
- Deliver advice, education and awareness campaigns
- Work alongside Operational crews to ascertain properties not recycling and / or incorrectly presenting recycling
- Help resolve recycling issues and service problems
- Monitor how services are being used on the ground
- Maintain databases and records, Input and analyse service data, using internal systems
- Handle Customer enquiries via Phone, email, online systems and in person
- Manage cases from start to resolution
- Act as first point of contact for waste / recycling issues
- Develop, manage, and maintain excellent relationships with residents, colleagues, and other relevant stakeholders.



Person Specification

Qualifications

Essential	Desirable
Full UK Driving Licence or ability to travel across rural district/borough of SHDC/WDBC often at short notice and occasionally outside office working hours.	Qualification in Environmental Services, Waste Management, or related field
Good standard or general education (GCSE's or equivalent including English and Maths	Training in customer service, communications, or behaviour change

Knowledge / Experience

Essential	Desirable
Experience working in a customer facing role	Experience in waste management, recycling, or environmental services
Experience handling enquiries and resolving complaints	Experience working within a local authority setting
Experience of working in an administrative or support role	Experience supporting frontline operational services (e.g. waste collections)
Experience using IT systems (e.g. CRM systems, databases, Microsoft Office)	Experience delivering community engagement or awareness campaigns

Skills / Abilities

Essential	Desirable
Excellent communication skills (verbal and written)	Ability to influence behaviour and promote service changes
Strong customer service skills with a professional and approachable manner	Presentation or public speaking skills
Good organisational skills and ability to manage workload	Ability to interpret and present data (e.g. recycling performance)
Ability to analyse information and solve problems	



Competent in IT systems (Microsoft Office, data input, email systems)	
Ability to work both independently and as part of a team	

General / Other

Essential	Desirable
Willingness to work occasionally outside normal hours (events, campaigns)	

General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change

Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.