

## Job Description and Employee Specification



<b>Job Title:</b>	<b>Community Engagement Officer (Clean Streets) x 2</b>	<b>Location:</b>	Albert Road, Bristol
<b>Reports To:</b>	Head of Marketing & Communications	<b>Working Hours:</b>	40 per week 12 month fixed-term contract
<b>Supervises:</b>	N/A		
<b>Purpose:</b>	To support communities across Bristol in their journey to becoming cleaner and greener. To work with colleagues in the Marketing and Communications team to promote positive messages and behaviour change.		
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"><li>• To work with communities on a project basis, to promote and educate on issues including street cleansing, graffiti, littering and other waste related issues</li><li>• To build strong and effective relationships across targeted communities with groups such as residents, elected members, Bristol City Council officers and schools</li><li>• To represent Bristol Waste Company and Bristol City Council at community meetings and contribute effectively on targeted areas of the city</li><li>• To support the aims of Bristol Waste Company and Bristol City Council by working alongside colleagues in Marketing and Communications to promote core messages and attend appropriate events</li><li>• Build and manage strong and effective internal relationships across Bristol Waste Company and Bristol City Council to ensure a better customer experience</li><li>• Work alongside the Sustainability Team to identify obstacles relating to core business areas including recycling, refuse, graffiti, fly-tipping, litter etc, and help define and trial solutions</li><li>• To act as a key point of contact for stakeholders and opinion formers, including councillors</li><li>• To identify new opportunities for engagement and education within the city and innovate in delivering engagement to target audiences</li><li>• Work effectively alongside Bristol City Council officers to deliver on aims and targets relating to waste management and street scene issues in the city</li></ul> <p><b>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve this outcome.</b></p> <p><b>General Accountabilities</b></p> <p>A. The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment</p> <p>B. Work in compliance with the Codes of Conduct, Regulations and policies of Bristol Waste Company</p>		

	<p>C. As a business Bristol Waste Company are committed to the continual improvement of our Integrated Management System (IMS) and our service delivery to meet the needs and expectations of our customers now and in the future. All staff are expected to work in line with the IMS and to contribute to this process of improvement</p>
<p><b>Essential Requirements, Qualifications, Skills and Abilities:</b></p>	<ul style="list-style-type: none"> <li>• An ability to create engaging and interesting content and messaging for presentations, letters and webpages</li> <li>• A knowledge of street cleansing operations; including graffiti, litter, dog-fouling etc.</li> <li>• Experience of working with communities</li> <li>• Good public speaking and presentation skills</li> <li>• An outgoing, friendly and approachable manner to build strong rapport with customers and internal/external stakeholders</li> <li>• An innovative approach to problem solving</li> <li>• A good standard of written and spoken English</li> <li>• An understanding of the importance of delivering a great customer experience</li> <li>• An ability to deal calmly and constructively with potentially challenging situations and to resolve issues satisfactorily</li> <li>• An ability to work to deadlines and manage time effectively</li> <li>• ICT skills and familiarity with standard packages such as MS Word, Excel and PowerPoint</li> <li>• Full, clean driving license, valid for use in the UK</li> </ul>
<p><b>Desirable Requirements Qualifications, Skills and Abilities:</b></p>	<ul style="list-style-type: none"> <li>• Experience of working in a customer focused environment</li> <li>• Experience of working in a team and on your own initiative</li> <li>• Experience of event management</li> <li>• Experience of community engagement</li> <li>• An understanding of, or interest in, marketing and communications</li> <li>• Understanding of, and interest in, waste, recycling and environmental issues</li> <li>• Knowledge of the city of Bristol</li> </ul>
<p><b>Special Conditions:</b></p>	<ul style="list-style-type: none"> <li>➤ There may be a requirement to work at other Bristol Waste Company and Bristol City Council locations</li> <li>➤ There will be a requirement on occasion to work outside of normal working hours and to attend meetings and events for which time off in lieu may be granted</li> <li>➤ There will be a requirement to travel across the city to attend community-based meetings and events</li> </ul>
<p><b>Contacts:</b></p>	<p><b>Internal</b> – Senior Management Team/Directors, Service Managers, HR and Finance Teams, Admin Team, Change programme staff, Engagement, Marketing and Communications and Customer Services staff, Supervisors, Crews</p> <p><b>External</b> – Residents and community groups, BCC officers, councillors, partnership groups and elected members, external partners in the environmental sector, schools, universities, housing, other interested parties</p>
<p><b>Date of Issue:</b></p>	<p>June 2019</p>