

At Cheshire West Recycling we're looking for a Community Engagement Coordinator to help our residents reduce waste and recycle correctly.

We work with the communities we serve, leading positive environmental change to create clean and safe places to live and work for future generations. People are at the heart of everything we do and everybody has a part to play. Through Our Values we deliver exceptional services to our customers in a safe and carbon efficient way. We act responsibly and take ownership; we're trusted because we are reliable and do what we say we'll do, and we work together to innovatively drive improvement.

If you're looking for an organisation where you can share your creative and engaging communications skills then we have a position you'll be interested in. Your experience of working with a variety of stakeholders and your passion for creating sustained behaviour change will make you instrumental in our ambition to reduce residual waste and increase participation in the Council's kerbside recycling service.

We're looking for an enthusiastic and persuasive team player who has a track record of engaging and communicating effectively with all sections of the community, in a variety of situations, including the confidence to present to different audiences (such as councillors, community groups, school children) and represent Cheshire West Recycling at meetings and events.

You will receive a competitive salary and generous employee benefits package. We have office hubs based in both Winsford and Ellesmere Port and we're happy to talk flexible working opportunities which benefit you and Cheshire West Recycling.

Become One of Our Own



Job title	Community Engagement Coordinator 40 hours per week (part-time and flexible working negotiable)	Date: April 2024
Reports to (title)	Improvement and Engagement Lead	
Contract/department	Improvement & Development Team	
Location	Hubs based at Winsford and Ellesmere Port - Cheshire West (any location as may reasonably be required)	
Salary	£30,000 to £34,000 (depending upon experience)	

## Job Purpose


Reporting to the Improvement and Engagement Lead, you will provide support and encouragement to service users to increase participation in the Council's recycling and waste collection services.

You will have the responsibility for reducing waste related issues within communities through proactive engagement activities and the delivery of behaviour change initiatives.

## Principal Accountabilities

- Work with communities to promote recycling and act as a contact point for residents, landlords, councillors and community groups to resolve waste related issues in their neighbourhoods
- Develop and use a range of outreach engagement activities, such as door knocking, roadshows and school visits, to promote waste reduction and pro-recycling behaviours
- Build strong and effective relationships with CWR comms and operational teams as well as a range of council colleagues to ensure consistent, branded messaging in line with joint ambitions and strategies
- Interpret performance data to develop targeted engagement campaigns and activities to reduce contaminated recycling and improve material quality
- Maintain accurate records on customer interactions in the relevant systems. Gathering data and information to support performance reporting and any enforcement action that may be necessary

Become One of Our Own



- Contribute to a strong customer focus within the team and a culture of continuous improvement
- Undertake training as required to develop knowledge and skills to effectively engage residents over waste reduction behaviour change initiatives
- Work within Cheshire West Recycling's values and ensure that all decisions are always taken in line with these, including ensuring value for money and the best outcome for stakeholders

#### NOTE

From time to time, you may be required to undertake work as determined by your line manager, up to or at a level consistent with the detail in the principal accountabilities.

Cheshire West Recycling operates across several locations, and you will be expected to work flexibly across all locations in line with business requirements.

Become One of Our Own



## Person Specification

Our Values: Safe | Responsible | Trusted | Innovative

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE or equivalent standard in maths and English (essential)</li> </ul>	CV/Q
	<ul style="list-style-type: none"> <li>Educated to degree level or working towards a qualification of a similar level in a related subject area (desirable)</li> </ul>	CV/Q
<b>Experience</b>	<ul style="list-style-type: none"> <li>Extensive experience of community engagement with proven positive results</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>In depth understanding and experience of using external and internal communication techniques, practices and current thinking</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Translating legislation and policy requirements into messages that can be easily understood by service users</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Multi-agency working and collaboration on projects</li> </ul>	CV/I
<b>Skills and aptitudes</b>	<ul style="list-style-type: none"> <li>Self-motivated with the ability to work on own initiative and a desire to create solutions</li> </ul>	CV/I/T
	<ul style="list-style-type: none"> <li>Strong planning and project management skills</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Ability to make sound judgments on the information available</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Strong IT skills including Microsoft office software Outlook, Word, Excel, Power Point, Canva, Teams and Zoom</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Confident in dealing with internal and external stakeholders with an ability to build good relationships and influence effectively</li> </ul>	CV/I/T
	<ul style="list-style-type: none"> <li>Ability to collaborate effectively, accessing and utilising information from a variety of sources</li> </ul>	CV/I/T
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>Highly organised and efficient with good planning skills</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Innovative and dynamic with excellent creative skills</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Adopts a flexible approach to the requirements of the job</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>Enthusiasm and willingness to learn and use initiative</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li>A passion for environmental issues and good understanding of the impacts of climate change</li> </ul>	CV/I
	<ul style="list-style-type: none"> <li></li> </ul>	CV/I
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>Be available to work outside normal office hours in accordance with business need (essential)</li> </ul>	I
	<ul style="list-style-type: none"> <li>Ability to work outside and on foot (essential)</li> </ul>	I

Become One of Our Own



	<ul style="list-style-type: none"><li>• A full UK driving licence (essential)</li></ul>	CV
	<ul style="list-style-type: none"><li>• Experience in the waste/recycling sector (desirable)</li></ul>	CV

**Assessment Key:** CV = CV, I = Interview, T = Test/Assessment, QC = Qualification Certificate

Become One of Our Own

