

# LONDON BOROUGH OF LEWISHAM

## JOB DESCRIPTION

<b>Designation:</b>	Recycling Advisor – Waste and Recycling x 10	<b>Grade:</b>	Scale 5
<b>Reports to (Designation):</b>	Senior Communication & Behavioral Change Officer & Project Officer		
<b>Directorate:</b>	Public Realm	<b>Section:</b>	Street Environmental Services

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### **Main Purpose of the job:**

To increase participation in the council's recycling, food recycling, and waste reduction schemes by engaging directly with residents and businesses. The role involves property surveys, door-to-door visits, advice and education campaigns to help residents reduce waste and recycle more effectively, with a particular focus on improving the recycling of household packaging and food waste.

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### **Summary of Responsibilities and Personal Duties:**

- Conduct surveys and assessments of residential properties to understand current recycling behaviours and identify barriers to participation.
- Engage directly with residents through door-to-door visits, community events and roadshows to promote food recycling, packaging recycling and general waste reduction.
- Provide tailored advice and practical information to residents about the correct use of recycling and food waste services.
- Monitor participation levels, capture feedback from residents, and help identify areas requiring further intervention or targeted campaigns.
- Assist in the distribution of containers, leaflets and other materials to encourage correct recycling practices.
- Support communication campaigns and social media content by feeding in local insights and examples.
- Maintain accurate records of visits, surveys, engagement activities and resident feedback.
- Work closely with other teams (e.g. collections, communications, enforcement) to help address local recycling challenges.

Internal Contacts: These include the Executive Directors and other senior members of staff; council officers working in services across the organisations, the Mayor, Cabinet Members, and other councillors.

External Contacts: These will include local, regional, and national stakeholders, communications leads and other representatives from partner organisations, local residents, local businesses.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

**Hours of Work:**

Tuesday – Saturday, 10:00 am – 6:00 pm, with a requirement to work earlier or later shifts as and when required to support service needs.

To be able to drive a council vehicle is desirable.

Number of fully managed staff: 0

Title:	Grade	No of posts
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Number of partially managed staff: 0

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**JOB TITLE: Project Officer**

**POST NO:54428**

**DEPARTMENT: Strategic Waste**

**GRADE: SO1**

### Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community with an understanding of how equality and diversity relates to this post. **S**

### **Knowledge, Experience and Skills**

Experience of working directly with the public, ideally through outreach, community engagement, sales or advisory work. **S**

Awareness of recycling, food waste and wider environmental issues (training can be provided). **S**

Experience of recording and reporting data accurately (e.g. surveys, CRM systems, Excel). **S**

Skills and Abilities:

Confident communicator, able to engage with residents from a range of backgrounds in a polite and persuasive way. **S**

Good observational and problem-solving skills to identify local barriers to recycling. **S**

Able to work both independently and as part of a team.

Basic IT skills for recording survey results and producing reports.

Ability to speak a community language in addition to English (desirable).

Qualifications:

Good general education (e.g. GCSEs or equivalent).

Relevant training in customer service, community engagement or sustainability (desirable).

Personal Attributes:

Enthusiastic and positive attitude to promoting environmental sustainability.

Respectful, approachable and able to build trust quickly.

Flexible and able work earlier or later shifts as and when required to support service needs

### **Personal qualities**

Candidates are expected to adhere to Lewisham's values

Ability to drive council vehicles – Desirable

### **Circumstances**

**DBS Disclosure Required?**    **No**        **Basic**        **Enhanced**   

(Tick as appropriate – guidance available from your HR Advisor)

### **Physical**

Candidates must meet the standard Lewisham requirements for the post.

Physical ability to walk long distances, use a trolley to transport materials and willingness to work outdoors in all weather.