

Role Title	Climate engagement manager
Job Family	Neighbourhoods and Environment Directorate (NED)
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO3
Purpose	
<p>To manage the climate engagement workstreams, organising engagement programmes and supporting people to deliver them. Ensuring quality and value for money and compliance with relevant legislation and policies.</p> <p>As a core team member you'll work closely with Project and Programme Managers and the Climate Community Lead. You'll take an active role in driving positive action across the Council and the Borough.</p>	
Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>

<p>Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.</p>	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
<p>Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.</p>	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
<p>Challenge customers' practice and minimise risk, referring concerns to line manager.</p>	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
<p>Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.</p>	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
<p>Lead projects or improvement programmes, or contribute to the delivery of larger projects</p>	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
<p>Support others in their development, including external organisations / customers where appropriate.</p>	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>

<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.</p>	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective. Best practice is shared and promoted.</p>
<p>Support partnership agreements and partnership working within area of responsibility.</p>	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required.</p>	<p>Service / business plans reflect input.</p>
<p>Quality check documents, decisions and / or presentations before delivery</p>	<p>All work meets the required standards</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Job Specific Accountabilities:</p>	<p><i>End Results / outcomes</i></p>
<p>Delivery and support of complex projects at pace as required as part of the Climate Emergency portfolio delivery.</p>	<p>Ensures satisfactory completion of tasks within complex projects, adhering to deadlines and agreed deliverables.</p> <p>Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded.</p> <p>Organise and manage team deliverables to agreed quality, on time and to cost plans.</p> <p>Provides effective leadership and takes appropriate action where team performance deviates from agreed tolerances Action is taken swiftly to resolve any issues and manage emerging risks</p>
<p>Project management, monitoring and reporting</p>	<p>Takes full responsibility for documentation, monitoring and updates, and daily management and organisational duties</p>

	<p>Manages the change control procedure and ensures that agreed project deliverables are completed within planned cost, timescale and resource budgets, and are signed off.</p> <p>Supports colleagues with reporting procedures, presenting and feeding-back to senior stakeholders</p>
<p>Build strong working relationships with key internal and external stakeholders.</p>	<p>Use political judgement and astuteness in understanding and working with complex policy</p> <p>Advise and negotiate with stakeholders, and identify support and educational opportunities</p> <p>Innovate to break down barriers. Strong communication skills across a range of channels for successful negotiation</p> <p>To implement and support effective participatory strategies for, working closely with external partners and engaging communities and diverse interest groups.</p> <p>Provide support to teams and colleagues, to ensure they are equipped with the necessary skills, experience and behaviours.</p>
<p>Provide feedback on community engagement plans and provide advice to colleagues to support the delivery of projects.</p>	<p>Provide support and insight, interpretation, information, support and coaching to other colleagues within the Climate Emergency Team or it's established networks. Help identify risks and management and mitigation, to support colleagues with effective delivery.</p> <p>Provide critical review and peer support to establish effective approaches to implementation</p> <p>Excellent working relationships with Climate Emergency Network Services are established, fostered and sustained, including strengthening connections between other departments in the Council with shared goals.</p>
<p>Be the dedicated manager for outreach programme. This will require overseeing the management of people, setting expectations and clear communication with dedicated panels and outreach workers.</p>	<p>Individuals and teams are set clear tasks, objectives that they consistently meet or exceed.</p> <p>Take an active role in managing stakeholder communications and feedback.</p> <p>Under-performance is identified and addressed at the earliest opportunity.</p> <p>Best practice is captured and shared via a 'lessons learnt' process.</p>

<p>Take part in direct delivery of workstreams & support the implementation of Waltham Forest's Climate Action Plan & Mission Waltham Forest</p>	<p>Secure compliance and regulatory approvals as required</p> <p>Produce clear updates and report critical analysis of performance of outreach programmes against key agreed KPIs / deliverables.</p> <p>Outputs are delivered as identified at the outset of the project.</p>
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Nature of Contacts

May involve direct contact with elected Councillors. Regular updates will be required to Senior officers, Climate programme manager and colleagues in adjacent teams.

Work directly with colleagues internal and external, convene other providers and external agencies, residents and businesses, and represent the Council positively through all engagement channels.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service, and design and deliver training and engagement initiatives for continual improvement.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment.

Occasionally the post will be expected to work from other locations in the borough, and the post may involve some isolated working outside core hours.

Key Facts and Figures
Hybrid working, based at the office or at other locations for 2-3 days a week.
Resourcing
Budget Responsibilities: Supervisory Responsibilities: Managerial responsibility for outreach team recruitment, training and daily monitoring and communications with outreach officers.

Knowledge, Skills and Experience
Experience working on projects aimed engaging on Sustainability / Climate related topics. Confident to develop links and maintain relationships with external partners and community groups; implement feedback loops between residents, delivery partners, community groups and council. Stakeholder engagement skills: able to build excellent relationships with Senior Managers and key stakeholders from across council services. Problem Solving: Strong critical thinking skills, and pro-active problem-solving. Creative and innovative in finding solutions to complex problems. Experience of orchestrating complex and community-led projects, working to time, budget and quality in a large organisation using appropriate project management methodologies, techniques and tools. Communication: An exceptional communicator able to operate and empathise with stakeholders, influencing and gaining commitment to objectives. Experience of report writing and communications for a variety of audiences, demonstrating numeracy and literacy, and applying expert knowledge. Self-starter with high degree of initiative, urgency, and follow through. An agile and responsive approach to addressing emerging priorities and feedback from Senior stakeholders.
Indicative Qualifications
Degree or equivalent or vocational qualification in relevant subject or area Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed