

Role Title	Environmental Initiatives Officer
Job Family	Parks and Open Spaces
Competency Level	Senior Officer
Pay Range / Scale	SO2
<u>Purpose</u> To support the Environmental Initiatives and Recycling Team in developing and delivering environmental and community projects across the borough. The postholder will coordinate community volunteering, supervise environmental programmes, evaluate and initiate social value commitments, and engage residents in community-focused environmental action. The role includes providing technical administration support, ensuring accurate data management, compliance with Council procedures, and effective delivery of environmental initiatives <u>Location</u> Primarily based at Low Hall Depot, with regular duties across the borough as required. <u>Working Hours</u> Standard hours: Monday–Friday, 9:00am–5:00pm; 36 hours a week Occasional evening or weekend work may be required. <u>Additional Requirements</u> A full UK driving licence is essential.	
Generic Accountabilities	End Result/Outcomes
Plan, organise and deliver work to required standards. Be prepared to work flexible hours to meet community needs.	Work is completed on time, meets required quality, and adapts to changing service needs.
Undertake or support community consultation and engagement	Accurate information is captured and used to inform service improvements.
Collate, process and maintain technical and administrative records. Create work plans for new projects.	Accurate data entry, strong administration, and compliant record-keeping.
Prepare reports, summaries and recommendations	Clear, timely and relevant information supports decision-making.
Respond to public enquiries professionally and empathetically	Good customer experience and constructive issue resolution.

Support the organisation and delivery of community engagement activities	Strong organisational ability and effective presentation of initiatives.
Coordinate daily workloads and service schedules	Smooth delivery of initiatives and minimal disruptions.
Maintain confidentiality and uphold data protection standards	A GDPR-compliant service that protects sensitive data.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
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.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	End Result / Outcome
Coordinate environmental initiatives such as Spring Clean, Environmental Volunteers, Allotments, London in	Successful delivery of programmes that support environmental improvement and community involvement.

Bloom, Bulb Giveaway and Bee-Friendly Streets	To oversee and supervise the volunteers for the Council. To assist in the delivery of various initiatives to agreed outcomes. To maintain a database of volunteers and administer annual events and initiatives across a range of volunteer activities. To engage the community and partners during the development of initiatives. To deliver initiatives to an agreed timetable.
Raise awareness within the London Borough of Waltham Forest of the importance of sustainable waste management by promoting the 'reduce, reuse, recycle' principles, through community engagement and waste, reuse and recycling education.	To devise and deliver waste education lessons for roadshows, local schools and community events. To liaise with the Council to help launch targeted waste reduction, recycling contamination and clean streets campaigns, and to assess the effectiveness of reuse and recycling initiatives.
Manage the annual Community Benefit Plan and ensure social value and community benefits are enacted through the provision of the contractor's contracted services.	Co-ordinate and monitor to ensure community benefit and social value commitments are fulfilled by the Environmental Services contractor, evidenced and reported transparently through monthly updates to the Community Benefit Tracker. Provide oversight and coordination to ensure full delivery of community benefit and social value commitments.
Maintain and update electronic and physical records for environmental initiatives, volunteering, social value activity and events.	High-quality, accessible and compliant information management.
Work collaboratively with Neighbourhood Officers, contractors, partners and community groups.	Coordinated operations and strengthened partnership working. Ability to collaborate effectively with residents, stakeholders, faith groups, community organisations, and elected members at all levels. Shows strong awareness of corporate messages and ensures that all communication and engagement activities reflect and reinforce Council-wide priorities, standards, and strategic objectives.

Coordinate bookings, schedules and delivery plans for environmental projects and volunteer events.	Smooth programme delivery and effective resource use.
Support development and maintenance of allotments and community food-growing sites.	Increased occupancy, community benefit and sustainable land use.
Provide front-facing customer service to residents, volunteers and community partners.	All interactions handled with professionalism, empathy and clarity.
Ensure compliance with Council policies, health and safety standards and environmental legislation	Safe, compliant and high-performing service delivery.
Nature of Contacts • External agencies, contractor's and organisations • Councillors. • Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.	
Procedural Context • Work under established policies, procedures and regulatory guidelines, following clear instructions and recognised best practice. Seek guidance from senior colleagues or managers when needed to ensure work meets required standards and complies with legislation. • Plan and organise your own workload, completing tasks on time and supporting others when requested. Contribute to delivering activities, interventions and routine actions as directed. Escalate issues to senior staff when professional advice, assessment or referral is required. Provide support to customers, colleagues and partners by applying knowledge of systems, processes and best practice. Help ensure performance standards are met and follow all guidelines related to the safe and appropriate use of information, equipment, resources and facilities. • You may be required to work from other locations from time to time. • The post reports to the Environment Initiatives Manager, within the Parks Team.	
Key Facts and Figures • Office based role • May be asked to work outside core hours. • May be asked to work remotely or at alternative locations	
Resourcing • Budget Responsibilities: None • Supervisory Responsibilities: None	
Knowledge, Skills and Experience	

- Experience in administrative roles, preferably within public services
- Experiencing of supervising on environmental – volunteering events
- Familiarity with Microsoft Office and record management systems
- Ability to sympathetically engage and assist customers
- Able to source and signpost local groups to appropriate funding applications

Indicative Qualifications

- Vocational qualification in relevant subject or area (preferred)
- GCSEs or equivalent (required)
- Evidence of Continuous Professional Development (required)
- Full UK driving licence and use of own transport for Council business (required)

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