



Role Title	Seasonal Environmental Education Officer
Job Family	The Hive, Neighbourhoods and Environment
Competency Level	All Colleagues
Scale	Scale 5
<p>Purpose We are seeking a motivated and passionate Seasonal Environmental Education Officer to join our team. This entry-level position involves assisting with the planning and (following training) independent delivery of high-quality environmental education activities, primarily outdoors, aimed at children and young people. The Seasonal Environmental Education Officer will contribute to fostering an understanding of the climate emergency, ensuring safety during activities, and supporting outreach sessions in schools and community venues.</p>	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users' express satisfaction with service provided.
Organise and maintain records and documents using the appropriate council process / system.	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up to date.</p>
Create document, reports, correspondence from the information provided, using standard formats and software	<p>All materials are produced to the required legislative and or Council standards and timescales.</p> <p>Recorded information is accurate.</p>

Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
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:	
Plan and Assist in Activity Delivery:	Collaborate with the team to plan and deliver engaging outdoor environmental education activities. Lead activities that promote learning and high customer satisfaction. Ensure that activities adhere to safety guidelines as directed and prioritize the well-being of students and staff.
Environmental Awareness:	Demonstrate a growing understanding of the climate emergency. Support efforts to improve service users' understanding of environmental issues. Opportunity to delivery environmental courses to adults
Flexible Work Schedule:	Ability to work weekends (by prior arrangement) and evenings (out-of-hours) to facilitate school residentials, family and other extracurricular activities.
Outreach and Community Engagement:	Assist in delivering high-quality outreach sessions in schools and community venues.
Safeguarding:	Take personal responsibility for safeguarding and promptly report any concerns to the designated senior person responsible for child protection. Ensure compliance with safeguarding policies and procedures
Administrative Tasks:	Create documents, reports, and correspondence using standard formats and software. Organise and maintain records using appropriate



	council processes/systems.
Resource Development:	Assist with the development and maintenance of internal and external resources, including grounds, animals, and equipment. Contribute to maintaining high standards for grounds and buildings.
Nature of Contacts	
<p>Involves supporting and guiding staff and attendees to ensure a successful service</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>	
Procedural Context	
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based at The Hive.</p> <p>Occasionally the post will be expected to work from other locations.</p>	
Key Facts and Figures	
This is a fixed term post during our busiest season from March to September.	
Resourcing	
<p>Budget Responsibilities: Nil</p> <p>Supervisory Responsibilities: Nil</p>	
Knowledge, Skills and Experience	
<ul style="list-style-type: none"> • A passion for environmental education. • Excellent communication and interpersonal skills. • Ability to work well in a team. 	



- Understanding of environmental issues.
- Flexibility to work weekends and out-of-hours.

Note: This is a position with opportunities for professional growth and development. Training will be provided to enhance skills and knowledge in environmental education.

Indicative Qualifications

English and Math Qualification (GCSE grade C/4)

Desirable

Degree in ecology, environmental science, geography or related subject

Forest School Leader and/or bushcraft training

First aid qualification

Selection process

There will be an interview, short task and tour at The Hive.

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.