

**SOUTH DERBYSHIRE DISTRICT COUNCIL
JOB DESCRIPTION**

DIRECTORATE:	Environment & Communities
SERVICE:	Operational Services
POST TITLE:	Waste Education Officer
GRADE:	5
REPORTS TO:	Service Development Manager

JOB SUMMARY

The postholder will lead on community engagement, behaviour-change initiatives, and targeted interventions that support the Council's strategic aims in waste minimisation, recycling improvement, and environmental stewardship. The role combines project delivery, data-driven problem solving, public-facing education, operational support, and cross-departmental collaboration.

The Waste Education Officer acts as a key link between frontline waste services, residents, the commercial sector, and community stakeholders, helping to drive compliance, reduce contamination, support climate-action objectives, and deliver measurable improvements in service performance.

MAIN DUTIES AND RESPONSIBILITIES:

1. Education, Campaigns & Behaviour Change

1. Develop, plan, deliver, and evaluate educational programmes aimed at increasing recycling participation and reducing residual waste, ensuring alignment with the national curriculum and council strategy.
2. Produce and deliver age-appropriate environmental education sessions across all school age groups, including assemblies, workshops, and hands-on practical activities.
3. Lead targeted behaviour-change campaigns to address district-specific issues such as contamination hotspots, low-participation areas, or problematic property types.
4. Design and deliver training for internal staff, community groups, elected members, and partner agencies on waste management best practice and legislative responsibilities.
5. Collaborate with refuse crews to identify patterns, recurring issues, and areas requiring focused engagement, using frontline intelligence to shape campaign priorities.

2. Community & Stakeholder Engagement

6. Conduct proactive engagement visits to residents, businesses, schools, managing agents, and community organisations to promote correct waste presentation and recycling behaviour.
7. Provide clear, confident, and consistent guidance on waste policies, container requirements, contamination rules, and service standards.
8. Build strong working relationships with community groups, parish councils, educational establishments, housing associations, and local businesses to promote shared ownership of environmental outcomes.
9. Represent the Council at community events, roadshows, business forums, and educational fairs to promote waste and climate initiatives.
10. Resolve waste-related issues on the ground, including repeat contamination, incorrect presentation, service misunderstandings, and access problems.

3. Operational Support & Project Delivery

11. Support the roll-out and community engagement elements of new schemes, such as food waste collections, revised recycling streams, container changes, or trial programmes.
12. Assist with route-based interventions, supported by crew feedback and monitoring data, to improve service efficiency and participation rates.
13. Produce clear written and visual materials—leaflets, posters, online content, and guidance notes—to support operational changes and public information needs.
14. Provide input into policy development, operational reviews, and service planning through evidence-based insights gained from community engagement.

4. Data, Insight & Reporting

15. Collect, analyse, and interpret waste-related data (e.g., participation, contamination rates, round observations) to identify trends and guide decision-making.
16. Maintain accurate and up-to-date records of campaigns, school sessions, engagement visits, and outcomes using relevant ICT systems.
17. Assist in preparing monthly and quarterly performance reports, dashboards, and briefing notes for management, Senior Leadership Team, and elected members.
18. Evaluate the effectiveness of engagement activities and recommend improvements or alternative approaches.

5. Communications & Public Information

19. Work collaboratively with the Corporate Communications Team to ensure consistent, accessible messaging across all platforms, including social media, websites, newsletters, and press releases.
20. Produce content for our web pages relating to waste and environmental topics, ensuring content is accurate, timely, and user-friendly.
21. Support the development of district-wide publicity campaigns but also produce targeted materials addressing localised needs or operational requirements.
22. Respond promptly, professionally, and accurately to enquiries, service requests, and complaints, providing clear explanations and solutions.

6. Compliance, Legislation & Professional Standards

23. Demonstrate a strong working knowledge of waste collection systems, waste hierarchy principles, and the relevant statutory framework—Environmental Protection Act 1990, Waste Regulations, HWRC rules, contamination protocols, and duty of care requirements.
24. Maintain awareness of emerging legislation, national strategies (e.g., Simpler Recycling), and industry best practice, advising the service on relevant implications.
25. Promote and uphold high standards of customer care, service delivery, and public engagement at all times.

7. Corporate & Additional Duties

26. Represent the Council at internal and external meetings, working groups, and regional networks as required.
27. Work flexibly, including evenings and occasional weekends, to attend school events, community meetings, or time-critical engagement sessions.
28. Undertake training, CPD, and professional development as required by the service.
29. Carry out any other reasonable duties within the grade and spirit of the role, as instructed by the Service Development Manager or Head of Service.

Date Issued:

Issued by: