

1 SOUTH DERBYSHIRE DISTRICT COUNCIL - PERSON SPECIFICATION

Directorate: Environmental & Communities	Service: Operational Services	Job Title: Waste Education Officer
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Qualifications, Professional Membership, Technical Skills

ESSENTIAL		DESIRABLE	HOW ASSESSED	
<ul style="list-style-type: none"> Educated to A-Level standard or equivalent, OR able to demonstrate relevant experience delivering public-facing engagement or environmental programmes. Evidence of continued professional development relevant to engagement, environmental education, or community outreach. Full UK driving licence and ability to travel across the district. 		<ul style="list-style-type: none"> Degree or equivalent qualification in Environmental Science, Geography, Public Engagement, Communications, Education, or related field. Training in behaviour-change methodologies (e.g., community-based social marketing, nudge theory). Safeguarding training appropriate for working with young people and vulnerable adults. 	<ul style="list-style-type: none"> Application Form Copy of qualification(s) Interview Presentation 	
Competency	Level	Essential	Desirable	How Assessed
Experience	3	<ul style="list-style-type: none"> Demonstrable experience of delivering public engagement, environmental outreach, education sessions, or community programmes. Experience providing face-to-face information, guidance, or advice to diverse groups, including residents, businesses, and community stakeholders. Experience handling enquiries, complaints, or service queries in a customer-focused environment. Experience producing written communication materials such as posters, leaflets, web content, or presentations. Proven ability to work in the community, independently and safely. 	<ul style="list-style-type: none"> Experience working in a waste, recycling, environmental services, climate change, or local government setting. Experience working directly with frontline operational staff (e.g., refuse crews, street cleansing teams). Experience collecting, analysing, and interpreting data, and producing basic performance reports. Experience of project delivery, especially behaviour-change campaigns or local interventions to drive participation/compliance. Previous involvement in school-based education or curriculum-linked sessions. 	Examples: Application Form Interview Presentation

Knowledge	3	<ul style="list-style-type: none"> • Understanding of waste and recycling systems, including key collection methods, waste hierarchy, and contamination issues. • Awareness of the Environmental Protection Act 1990, Duty of Care, Waste Regulations, and related enforcement principles. • Knowledge of community engagement principles and how to tailor messaging to different audiences. • Strong understanding of customer care and dealing professionally with the public. • Awareness of health and safety considerations when visiting properties, conducting school sessions, or engaging in public spaces. 	<ul style="list-style-type: none"> • Knowledge of forthcoming changes such as Simpler Recycling, EPR, DRS, or national waste strategy reforms. • Understanding of behaviour-change theory and how it applies to recycling participation. • Knowledge of digital engagement tools, social media practice, and modern communication channels. 	Examples: Application Form Interview Presentation
Skills and Competencies	3	<ul style="list-style-type: none"> • Communication – able to explain policies, technical information, and instructions clearly to individuals and groups of all ages. • Presentation Skills – capable of delivering engaging sessions to schools, community groups, and internal audiences. • Interpersonal Skills – confident engaging with the public, building rapport, and managing disagreements tactfully. • Data Handling – competent in recording information, inputting into ICT systems, and interpreting basic data trends. • Problem-Solving – able to analyse issues, identify causes (e.g., contamination hotspots), and propose practical solutions. • Organisational Ability – able to plan work, manage time, prioritise tasks, and coordinate multiple activities simultaneously. • Digital Literacy – proficient in MS Office applications, CRM systems, and online content platforms. • Resilience – comfortable working outdoors, handling challenging conversations, and staying calm under pressure. 	<ul style="list-style-type: none"> • Ability to design eye-catching, user-friendly communication materials (digital or print). • Skilled in using mapping tools, data dashboards, or waste-management software. • Bilingual or multilingual abilities relevant to the community. 	Examples: Application Form Interview

Behaviours and Personal Attributes	3	<ul style="list-style-type: none"> • Customer-Focused Mindset – puts the resident experience and service quality at the centre of work. • Professionalism – always represents the Council positively. • Initiative – takes ownership of issues and acts without waiting to be directed. • Teamwork – works effectively with colleagues, crews, schools, and partners to achieve shared goals. • Adaptability – able to adjust quickly to operational changes, policy shifts, or new waste initiatives. • Attention to Detail – accurate record keeping, careful messaging, and consistent decision-making. • Commitment to Sustainability – personal commitment to environmental improvement and waste reduction. • Integrity & Reliability – trustworthy, punctual, and consistent in delivery • Safe Working Attitude – aware of risks and follows health and safety requirements. 	<ul style="list-style-type: none"> • Creative flair and ability to develop fresh ideas for campaigns and engagement. • Confidence representing the council at regional groups or public forums. 	Examples Application form Interview Presentation
Decision Making and Problem Solving	3	<ul style="list-style-type: none"> • Uses a range of analytical techniques to analyse problems • Identifies the key issues in ambiguous or inconsistent data • Identifies a range of potential solutions and weighs up benefits • Evaluates whether arguments or cases are complete or sound • Reconciles differing arguments to make intelligent business decisions 		Examples: Application Form Interview
Making Change Work	3	<ul style="list-style-type: none"> • Communicates a compelling vision that generates enthusiasm and commitment • Introduces change at the appropriate moment and follows through and reviews its impact • Influences and leads teams through periods of change • Drives change to completion 		Examples: Application Form Interview

		<ul style="list-style-type: none"> • Sets goals for others in the context of the new direction • Proactively addresses performance problems and difficult issues • Cultivates creativity and champions innovative solutions • Energises and enthuses others to change 		
Managing Resources, Projects & Processes	3	<ul style="list-style-type: none"> • Seeks out information to make sound, rational decisions • Plans projects and tasks in a structured way, building in flexibility and anticipating difficulties • Monitors and reviews progress and performance against plans • Focuses on end results, ensures that projects are seen through and completed • Identifies, assesses and mitigates risks • Exploits the full use of technology in work processes • Identifies financial priorities and applies a cost-effective approach, actively seeking opportunities to maximise resources 		Examples: Application Form Interview Exercise
Organisational Awareness & Commitment	3	<ul style="list-style-type: none"> • Recognises unspoken organisational limitations, what is and is not possible at certain times or in certain positions • Recognises and takes the approach that will ultimately produce the best outcome for the Council • Proactively supports the Council's values and goals • Makes choices and sets priorities to meet the Council's needs and fit with its vision even when it may be personally difficult to do so • Co-operates with others to achieve objectives for the wider organisation 		
Personal Impact	3	<ul style="list-style-type: none"> • Uses a range of influencing techniques and strategies • Seeks to make others feel and work better • Identifies with others and creates a sense of common purpose 		Examples: Application Form Interview

		<ul style="list-style-type: none"> • Considers the values and beliefs of other parties • Uses indirect influence to produce positive results • Deals effectively with a variety of complex behaviours 		
Working Relationships	3	<ul style="list-style-type: none"> • Goes beyond established structures / mechanisms, to initiate constructive working relationships with others (e.g. colleagues, clients, etc.) • Genuinely values others' expertise, input and ideas • Creates strong relationships and establishes informal and formal networks within the Council • Develops new and innovative ways of working with others and exchanging information 		Examples: Application Form Interview
Equal Opportunities and Fairness		<ul style="list-style-type: none"> • Ability to demonstrate a commitment to the principles of equal opportunities and fairness in service delivery and/or employment. 		

Date Issued:

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