

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	7BF	<b>Role Title</b>	Partnership Outreach Officer
<b>Grade</b>	PS7	<b>Reports to (role title)</b>	Partnership Projects Manager
		<b>Directorate/School</b>	Place
<b>JE Band</b>	228-268	<b>Service/Department</b>	Waste
		<b>Date Role Profile was created</b>	Nov-25

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>This role will deliver a variety of outreach activities and support with project tasks within the Surrey Environment Partnership's (SEP) work programme and wider Waste and Circular Economy workstreams to help achieve the aims of minimising waste and increasing recycling performance.</p> <p>This role will plan and deliver outreach functions, as part of projects or stand alone engagement activities. This will involve understanding successful approaches to face to face resident engagement, as well as being responsible for preparing for and delivering events and interactions. The role will also build relationships with partner authorities, with officers and depots to increase engagement and participation from them. As well as working with other stakeholders e.g. managing agents. There will also be responsibility for monitoring and evaluating the success of projects and intervention works. Including site visits, on the ground data gathering and data analysis.</p> <p>In some instances, the role will be required to:</p> <ul style="list-style-type: none"> <li>- Support with the development of projects, through project scoping and creating documentation.</li> <li>- Trialling innovative approaches to establishing best practice, problem solving issues and identifying opportunities for further improvements.</li> <li>- Working as part of a team as well as independently, including supporting with other project work where required, and aspects of shared health and safety.</li> <li>- Representing the waste department at organisation wide groups sharing and developing knowledge and skills.</li> </ul>
<b>Work Context</b>	<p>Surrey County Council (SCC) as Surrey's Waste Disposal Authority is responsible for the transfer, transport, treatment, and disposal of all household waste within Surrey. SCC also manages the 14 community recycling centres in Surrey. In order to deliver environmental benefits and value for tax payers' money, SCC strives to increase recycling and reuse of items, as well as reducing residual waste.</p> <p>In order to collaboratively attain best performance, SCC works in partnership with the district and borough councils (D&amp;Bs) in Surrey who manage kerbside collections of waste and recycling. This is through the SEP programme of work, where projects and work streams are delivered to the collective goals. The SEP programme is administered and delivered by staff at SCC.</p> <p>The role involves delivering projects and work as part of the SEP work programme, working in partnership with the 11 D&amp;Bs.</p> <p>The hybrid nature of the work will involve working out and about across Surrey, as well as desk based work. This is estimated at a 50/50 split, although there may be periods of flux depending on the needs of the work programme. It is a fast-moving environment where some out of hours working may be required.</p> <p>The out and about work may be physically demanding in all weathers, involving walking and driving between locations, and carrying equipment and containers. Lone working is also anticipated as part of the role and travel across all areas in Surrey.</p> <p>It is essential to have access to a car for business use, and hold a full driving licence.</p>
<b>Line management responsibility</b> if applicable	N/A
<b>Budget responsibility</b> if applicable	N/A
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Prepare reports/statistics/briefings to meet statutory/management information requirements.</li> <li>• Recommend improvements and support implementation to systems, processes and procedures, ensuring best practice is shared across the team.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. May authorise transactions where appropriate.</li> <li>• Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others, to provide an effective service and clear advice to colleagues and customers.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Provide comprehensive support to a group of senior staff, ensuring confidentiality, effectively organising internal and external activities/events to support the delivery of efficient services.</li> <li>• Plan and prioritise own work activities for the weeks ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Maintain financial, and/or stock records, and review data to contribute to resource planning.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Maintain a network of contacts, drawing on support and advice from others to resolve problems.</li> <li>• Communicate and liaise with service users and/or external contacts, representing the team/service as required.</li> <li>• Support, coordinate and undertake research into a variety of projects in the defined area of activity to support achievement of team's objectives.</li> </ul> <p><b>People Management</b></p>

- May guide and/or supervise junior staff in their duties to facilitate their development and ensure service quality standards are maintained.

Duties for all

Values: To uphold the values and behaviours of the organisation.

Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.

Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.

To have regard to and comply with safeguarding policy and procedure as appropriate.

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to A level or equivalent, or able to evidence ability at an equivalent level.</li> <li>• Relevant HR, Management, business administration or financial qualification to NVQ Level 3/4, or able to evidence knowledge and understanding of relevant disciplines. Willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Good IT skills.</li> <li>• Ability to work with others to achieve objectives and improve customer service.</li> <li>• Good written and oral communication skills with the ability to build sound relationships with customers to improve customer service.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative.</li> <li>• A methodical approach to information gathering, recording and reporting.</li> <li>• Previous relevant work experience.</li> <li>• Experience of maintaining and improving business/ database systems/secretarial processes and systems (as appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Education, qualifications and training</p> <ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> </ul> <p>Knowledge and experience</p> <ul style="list-style-type: none"> <li>• Experience of project delivery.</li> <li>• Experience of effective partnership working.</li> <li>• Experience of engaging with the public and other stakeholders.</li> <li>• Understanding and experience of working on environmental issues would be an advantage.</li> </ul> <p>Skills and abilities</p> <ul style="list-style-type: none"> <li>• Ability to work flexibly, get to grips with new areas rapidly and respond quickly to requests for support.</li> <li>• Strong organisational skills, when planning and meeting deadlines.</li> <li>• Ability to take the initiative, including ownership of work, doing what is needed without being asked and following through.</li> <li>• Strong communication skills, including face to face engagement, report writing and presentation skills.</li> <li>• Effective interpersonal, influencing and negotiating skills.</li> <li>• Ability to work through others when not in a direct line relationship.</li> <li>• High level of IT literacy, including MS Word, Excel, Forms and PowerPoint.</li> <li>• A methodical approach to information gathering, recording and reporting</li> </ul> <p>Requires a full driving licence.</p>
<b>Role Summary</b>	<p>Roles at this level provide a comprehensive business support service in a defined service or functional area, or provide specialist support services. Many will possess technical rather than professional expertise in the main disciplines, or have substantial experience of administrative procedures to enable them to guide and advise others. There will be minimal day-to-day supervision, but clear guidance is available. The roles will plan for the weeks ahead and prioritise to accommodate non standard work. They often require understanding of complex procedures and support systems, and the ability to allocate workload and react to changing priorities. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement, mainly without reference to others. These roles may work alone instead of as part of a team, or the system or process used may require specialist knowledge or experience. Some roles involve supervision of staff, others involve undertaking specialist functions or the provision of a broad comprehensive business admin services which may include coordinating activities, different customer and service users.</p>

<b>Reference Number</b>	<b>BM-2026-103</b>
-------------------------	--------------------