

Role Profile

Part A - Grade & Structure Information

Job Family Code	10PE	Role Title	Senior Climate Officer
Grade	PS10	Reports to (role title)	Engagement Lead
		Directorate / School	EPG
JE Band	371-438	Service / Department	Greener Futures
		Date Role Profile was created	31.03.25

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.

Role Purpose including key outputs	<p>This role is to manage and implement the Greener Futures engagement strategy, as well as oversee some of the Greener Futures engagement projects.</p> <p>Key outputs will include:</p> <ul style="list-style-type: none"> - Updating, managing and implementing the Greener Futures Engagement Strategy, and ensuring compliance across GF projects, as well as any wider Environment directorate projects if appropriate - oversight and daily monitoring of the delivery of key GF engagement projects - webpage maintenance and social media content creation as well as comms plan management, including liaising across the directorate to support teams and projects with public facing comms where appropriate - liaising with Members to help promote SCC priorities as well as showcase impactful community-led work - media content creation and management - being a key contact for various external stakeholders for relevant projects - creation of physical and digital assets for marketing, including detailed case studies and impact reports <p>The role is designed to support the Greener Futures team, SCC Members, and communities across Surrey to create, develop and deliver key projects which support the council's 2050 strategy targets through a range of practices, which will require strong interpersonal skills for in-person engagement, as well as a strong IT background for the management of digital platforms and tools.</p> <p>The role will work with a range of key stakeholders, with a wide range of motivations, including residents, businesses, parish councils and residents associations and councillors, as well as numerous other teams internally.</p>
Work Context	<p>This will be a public facing role involving engagement with businesses, charities and community groups, and not for profit organisations, as well as requiring a significant amount of work focused on internal relationship management with directorates and Members</p> <p>The role will also require a strong foundation in IT and tech to manage various platforms used for engagement and the maintenance of online platforms.</p> <p>Regular on-site meetings and media creation will be a part of this role, so the candidate should be able to travel across Surrey and have strong interpersonal skills to ensure successful stakeholder management with residents and partners from a number of varying backgrounds.</p>
Line management responsibility if applicable	The role will sit between the team manager PS11 and the 3 other employees in the team at PS9 level. It will have some line management responsibility to oversee day to day project development and delivery as well as oversight of the implementation of the Greener Futures engagement strategy across any relevant projects.
Budget responsibility if applicable	Role will be responsible for some aspects of the Greener Futures engagement budget, reporting to line managers to confirm budget updates.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Service Development</p> <ul style="list-style-type: none"> • Contribute to the development and achievement of business plans to develop and implement agreed strategy. • Promote and manage the delivery of the service to meet the needs of the public. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Manage the planning and delivery of the programme of work/workloads within their area of responsibility to achieve a quality service, and ensure any technical and statutory requirements are met. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Analyse and make recommendations for improvement or development of existing systems, processes or policy to support decision making. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Assist with budget/resource/funding management in accordance with the organisation's policies and procedures, and may have revenue generation targets. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery. <p>People Management</p> <ul style="list-style-type: none"> • Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users. • Monitor and support the performance management and development of team members, using a coaching approach, to ensure that individual contributions are maximised. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree and/or relevant professional qualification and experience, or considerable experience of working within the service area. • Thorough knowledge of the service/functional area. • Strong customer focus and the ability to listen to and understand customer needs to ensure excellent services are provided. • Ability to understand and monitor budgets in accordance with financial procedures. • Proven written and oral communication and interpersonal skills with and the ability to create and maintain effective working relationships at all levels. • Proven IT skills and able to use technology to be effective in the role. • Ability to prioritise and plan and make best use of personal and project resources in achieving performance objectives. • Ability to manage a range of complex or high profile projects through to completion. • Experience in successful recruiting, managing, coaching and developing of staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>The employee must have:</p> <ul style="list-style-type: none"> - Strong experience and / or understanding of behaviour change strategies, with experience in implementing these strategies - Strong IT and digital skills to be able to manage a variety of online platforms - Experience in line management responsibilities, to assist in the management of the team's PS9 employees - Excellent existing knowledge of issues related to nature loss and climate change, ideally with experience in implementing projects and solutions designed to tackle these problems
<p>Role Summary</p>	<p>Roles at this level lead and manage the work of larger teams providing an operational service to enable customers to make informed use of the service, facility, or to obtain information or entitlement, or providing services in the community to standards and budgets. Alternatively they may be an experienced professional/specialist leading the implementation of strategy in a particular area. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving service delivery. These roles will contribute to the development and achievement of their area's business plan and to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>

Reference Number

BM-2024-291