



Role profile

Role title	Projects Officer (low performing areas)
Reports to	Projects Manager (low performing areas)
Team	Projects
Grade	JWS4
Date role profile created	September 2022
<p>Role summary</p> <p>This role will be responsible for delivering a variety of projects within our work programme, to deliver our strategic plan. Initially, the projects will be focused on improving and expanding recycling services at communal properties and other low performing areas, across all of Surrey. A hands-on approach will be taken to deliver improvements at blocks of flats.</p> <p>Project management principles and techniques will be used to deliver projects successfully, working closely with partner authorities. The role will involve trialing innovative approaches, evaluating success, establishing best practice and identifying opportunities for further improvements.</p> <p>The role will also help to identify areas where efficiencies and improvements can be made to the organisation's systems and processes and deliver projects that address these.</p>	
<p>Work context</p> <p>Surrey's 11 district and borough councils and the county council work in partnership to manage waste from the county's homes and tackle other environmental issues. Since the formation of the partnership in 2009 a range of initiatives have been undertaken to reduce waste and improve recycling including the introduction of separate food waste collections. As a result, Surrey currently (2020-21) has the third highest recycling rate of England's two-tier authority areas and the partnership's work has been recognised as ground-breaking and innovative.</p> <p>Additionally, four of the councils, Elmbridge, Mole Valley, Surrey Heath and Woking, also work together to deliver waste collection and street cleaning services in their areas through a joint contract.</p> <p>Joint Waste Solutions in the local authority partnership team that develops and delivers the countywide Surrey Environment Partnership (SEP) work programme and also manages the joint contract.</p>	
Line management responsibility if applicable	None.
Budget responsibility if applicable	Provide recommendations for spend from a budget of up to £500k per year and ensure agreed spend is within budget.

<p>Person specification</p>	<p>Education, qualifications and training</p> <ul style="list-style-type: none"> • Educated to A Level standard, or able to evidence ability at an equivalent level. • A project management qualification would be an advantage. <p>Knowledge and experience</p> <ul style="list-style-type: none"> • Experience of project management and delivery. • Experience of effective partnership working. • Understanding and experience of working on environmental issues would be an advantage. <p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to work flexibly, get to grips with new areas rapidly and respond quickly to requests for briefs. • Ability to take the initiative, including ownership of work, doing what is needed without being asked and following through. • Strong communication skills, including report writing and presentation skills. • Effective interpersonal, influencing and negotiating skills. • Ability to work through others when not in a direct line relationship. • High level of IT literacy, including MS Word, Excel and PowerPoint. • A methodical approach to information gathering, recording and reporting.
<p>Other requirements/ information</p>	<ul style="list-style-type: none"> • It is a fast-moving environment where some out of hours working may be required. • A full driving licence and access to a suitable vehicle is required. The post holder will be deemed to be an essential car user. • The role will involve lone working outdoors and travelling across Surrey.
<p>Location</p>	<p>Woking</p>

Projects Team Description (low performing areas)

This team is a flexible resource that will work with teams across Joint Waste Solutions and with other Surrey authorities to deliver service and performance improvements in line with our joint strategy and organisational vision, mission and priorities. The team will use appropriate techniques and methodologies to manage projects from start to finish.

Responsibilities will include:

Scoping and planning

- Help to identify areas where efficiencies and improvements can be made.
- Research best practice.
- Ensure there is a sound evidence base for any proposed activities.
- Develop business cases and outline project plans and seek the relevant approvals for these.
- Develop detailed project plans, including delivery timetables and budget estimates.
- Agree specific aims, objectives and outcomes with relevant stakeholders.

Project delivery

- Maintain an overview of projects being managed by the team.
- Ensure that team resources are deployed to priority areas across the business.
- Manage individual projects from start to finish.
- Monitor and report on delivery progress against key criteria such as time, cost and quality.
- Manage project team members and external suppliers/contractors as appropriate.
- Identify and manage risks.
- Manage issues as they arise and escalate as appropriate.
- Manage project and team budgets.

Stakeholder management

- Ensure projects teams have appropriate representation from relevant areas of the business.
- Identify all relevant stakeholders and communicate with them as appropriate.

Project completion and handover

- Ensure that completed projects are closed down properly with any relevant information stored so that colleagues can access it in the future.
- Ensure that there are processes in place to measure project benefits beyond the end of the delivery phase.
- Ensure that any new products, policies and procedures are handed over to the relevant parts of the business.

Evaluation

- Devise methodologies for measuring how well projects have achieved their desired benefits.
- Ensure that any information required to evaluate the success of projects is gathered and recorded appropriately.
- Ensure that achievements are clearly communicated to key stakeholders.

The specific projects that the team will have responsibility for delivering will change over time as the organisation develops and priorities change. Initially a major area of work will be to expand food waste collections to flats across Surrey who do not currently have access to one.