



Role profile

Role title	Assistant Communications and Engagement Officer
Reports to	Communications and Engagement Manager
Team	Communications and Engagement
Grade	SH4
Date role profile updated	16 October 2024

Role summary

This role will support the communications and engagement team to inspire Surrey residents to recycle more and waste less. That includes using the full range of marketing communications tools and managing administrative systems for the team. Key outputs include social media monitoring and management, content creation including basic artwork, short films, editorial and social media posts, updating websites, creating e-newsletters, carrying out desk research and administering finance for the team.

Work context

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 residents are currently joint second best recyclers in England (according to the latest national statistics) and the partnership's work has been recognised as groundbreaking and innovative.

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.

Joint Waste Solutions is the local authority partnership team that develops and delivers the countywide Surrey Environment Partnership (SEP) work programme and also manages the joint contract.

Line management responsibility if applicable	None
Budget responsibility if applicable	None
Person specification	Education, qualifications and training <ul style="list-style-type: none"> • Educated to 'A' level standard, or able to evidence ability at an equivalent level.

	<p>Knowledge and experience</p> <ul style="list-style-type: none"> • Experience of working in an office environment. • Knowledge and experience of using digital and/or social media channels. • Some understanding of wider marketing communications channels and tools and their application. • Experience of undertaking research, recording and reporting findings. • Experience of responding to customer enquiries is desirable. • Understanding and experience of working on environmental issues would be an advantage. <p>Skills and abilities</p> <ul style="list-style-type: none"> • Good written and verbal communications skills. • Good interpersonal skills. • Good administrative and organisational skills. • Able to use a range of IT tools and systems. • Able to prioritise and plan own workload. • Able to take direction and contribute to achieving team objectives. • Ability to create film and video content is desirable.
Other requirements/ information	<ul style="list-style-type: none"> • Roles and responsibilities in the team are likely to evolve and flexibility across functions and teams will be needed. • It is a fast moving environment where some out of hours working may be required. • Some travel may be required as part of the role.
Location	Hybrid working with multiple office locations available.