



Resources & Waste Advisory Group

Job Description

Public Engagement PROJECT MANAGER

Location: London (Hackney and Wandsworth)
Contract: Fixed term, PAYE (three months, possible extensions)
Duration: January to May 2020
Salary: £25,837.50 pro-rata

Overview: The London Borough of Hackney has teamed up with the Zero Emissions Network and have committed to reduce the level of air pollution caused through solid fuel burning in homes and businesses.

Resources and Waste Advisory Group Ltd have been appointed to help in this aim through the provision of a programme of direct engagement with residents and businesses. This will comprise doorstep visits to advise residents on the problem and remedy through selection of appropriate fuel, storage, maintenance and other important behaviours. Fuel retailers and businesses that use solid fuel will also be visited to encourage the same improved behaviours.

Alongside this project is another running in South West London on behalf for four Boroughs. This comprises 16 public engagement events promoting waste minimisation and awareness raising of the harm of single-use plastic.

INTRODUCTION

London should be leading the way in reducing urban air pollution. The congestion charge, low-emission zones and other regulatory reforms have been successful in cutting pollution from traditional sources (transport and industry) yet still the capital's air is dirty leading to a host of public health issues which will only increase if the matter is not addressed.

A large part of this current level of pollution comes from the burning of solid fuel. The past few years has seen a rise in popularity of wood burners and other similar devices across homes as well as businesses. Such devices are environmentally sound but this is dependent upon the type of fuel that is being used and studies have revealed that there exists little or no understanding amongst users as to what is the best type of fuel to use.

This project intends to address this by imparting information on to those who use (or are likely to use in the future) solid fuels through doorstep engagement.

At the same time, we will also be running a series of 16 public engagement events in South West London on behalf of the Western Riverside Waste Authority to promote waste reduction messages. These are part of the *#endofthelineforwaste* campaign that has been running since 2018 engaging people on subjects ranging from food waste to single-use plastics.

As Field Project Manager, you will be responsible for the efficient deployment of all in-field engagement activity acting as line manager to a team of up to 10 engagement officers.

1.0 EMPLOYER

Resources Waste and Advisory Group Ltd (RWA) is a multi-discipline consultancy providing support to public sector institutions around the world in the fields of environmental sustainability, resource and waste management. EnviroComms are a specialist behaviour change communications company who have worked with over 150 UK local authorities developing campaigns and initiatives that have been effective in improving recycling and behaviours towards sustainability. EnviroComms has had a commercial association with RWA since 2007 and have recently merged with them. As such, your contract of employment will be with Resources Waste and Advisory Group Ltd.

2.0 ROLE AND RESPONSIBILITIES

Your primary role is to manage a team of up to 10 Field Engagement Officers to ensure quality work and adherence to the project plan and act as the conduit between the Project Director, the Client and the Field Team. Key roles include:

- Planning routes for each day's work and establishing meeting points and finish points
- Organising work rotas and allocation of tasks to the team
- Logistics including the collection of leaflets and materials from client offices, organisation of team transport, etc.
- Maintaining quality standards and ensuring health and safety protocols are being followed
- Collation and uploading of acquired data
- Dealing with any queries or issues from the Field Team
- Reporting to the Project Director
- Attend project update meetings with client

The above are additional roles that apply to the Field Project Manager. You will also be expected to carry out engagement as follows:

- Working within your team, calling on properties from the list provided
- Opening a conversation with the person, recording key information into a hand-held tablet. During the conversation, you will impart important information and motivation to act according to guidelines
- Handing a leaflet to the person and closing the conversation.

3.0 TRAINING

- Training will be held over two full days at a location in Hackney followed by one half day field training.
- You will be required to undertake a short competency test following the training.
- You will not be permitted to work if you fail to attend the training or if you fail to score 80% or higher on the competency test (on which you are provided three attempts if needed).
- You will be paid for training at your hourly rate. This will form part of your wages and paid at the end of the project subject to you completing no less than 80% of the work assigned to you.

4.0 WORKING TIMES AND LOCATION

- A workday comprises up to eight hours (variable) included within which is a 30-minute lunch break and two 15-minute breaks (paid).
- The start and end times will be variable and advised to you in advance by the Team Leader.
- A working week runs from Wednesday to Sunday (inclusive) although this may vary from time to time.
- All principal work will be carried out within the area governed by The London Borough of Hackney. Additional work will be carried out in the London Boroughs of Lambeth, Wandsworth, Hammersmith & Fulham and Kensington & Chelsea.

5.0 PERSON PROFILE

Whilst experience of public engagement work is desirable and welcomed, it is not essential. What is, is that you have the following attributes:

- An ability to motivate and lead people
- Strong planning and management capability
- A confident but friendly manner in approaching members of the public
- An ability to articulate complex information in way that is understood by non-experts
- An ability to remain positive throughout the working day
- Appreciation and support of environmental issues
- Competency in the use of hand-held tablets
- Strong organisational skills and an eye for detail

We are an equal opportunities employer and welcome applications from all people from all walks of life. Our selection focuses upon character, capability and competency. Please note though, this work will be conducted outdoors and involve walking several miles each day.

Please note: For the Field Project Manager, it is essential that they hold a clean driving licence and ideally, have their own car that they would be willing to use during the project for which additional reimbursement will be paid.

6.0 PAY

- The rate of pay that applies to this role is **£13.25** per hour.
- Wages are paid according to hours worked, monthly via BACS on or around the 25th of each month for work done between the 20th of each month prior.
- A discretionary bonus may apply subject to performance levels.

7.0 UNIFORM AND EQUIPMENT

A uniform comprising coat, hat and high-visibility tabard will be provided along with all required equipment.

8.0 BENEFITS

- The Company will enrol all eligible employees into the workplace pension scheme unless you chose to opt-out.
- We can provide wage advances for travel expenses to get to work (limited to TFL zones 1 – 6 only).
- We regularly deliver engagement projects across London and the South East. Those recruited to this project will (subject to performance levels) automatically qualify for fast-tracking to other projects as and when the arise.

9.0 DATES

Deadline for applications: **24th January 2020**
Interviews: **2nd February 2020**
Training: **3rd to 5th February 2020**
Field work commences: **6th February 2020**
Anticipated completion date: **12th April 2020**