

**Senior Education and Behavioural Change Officer**

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| **Job Title:** | Senior Education & Behavioural Change Officer | **Date:** | 18/10/22 |
| **Reporting Line:** | Lead Education & Behavioural Change Officer | **Salary:** | Grade 6 |
| **Team:** | Communications & Behavioural Change Team | **Business Area:** | Waste and Resources |
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| JOB PURPOSE |
| To deliver the waste and resources educational service which forms part of the communications and behavioural change strategy. This involves planning and delivering tours around the R4GM visitor centres to a wide range of audiences, including schools, higher education groups, community groups and professionals. Also delivering the outreach programme including face to face sessions, virtual sessions and attending events across Greater Manchester.  |

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| **KEY RELATIONSHIPS** |
| * Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside and Trafford Councils, including waste management and communications officers
* Executive member for waste in each council
* Waste and recycling committee members
* Operational contractor responsible for managing the waste treatment sites
* Waste management collection contractors
* GMCA portfolio holders
* Director of Waste and Resources team
* Director of GMCA Communications and Engagement and Communications and GMCA Engagement team
* Partner Agencies working on relevant projects and functions in Greater Manchester and nationally, such as Wrap, Recoup, Defra, Environment Agency, Keep Britain Tidy.
* Formal education establishments, Higher and Further Education establishments,
* Third sector and community organisations, members of the public
* Consultancies and supplier agencies
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| **KEY RESPONSIBILITIES**  |
| * To deliver educational tours for residents of Greater Manchester, schools, higher education groups, uniform groups, community groups, Councilor's, professionals public at the visitor centres located at the Longley Lane Materials Recovery Facility, Sharston, the Renew Hub at Trafford Park and at the solar farm at Salford Road, Bolton.
* Whilst leading a tour, to be responsible for managing the behaviours and safeguarding of individuals or groups to maintain effective learning. To be responsible for ensuring the safety of visitors on operational sites adhering to site health and safety procedures including providing PPE to visitors. Ensure that all sites are accessible and cater to disabilities where possible. The officer is responsible for amending visits where appropriate to cater to needs;.e.g,changing routes at the visitor centre to account for disabilities.
* To work closely with the waste contractor regarding maintaining the health and safety of visitors on operational sites. To ensure relevant policies and procedures are maintained during the visits to the operational waste treatment sites. To be responsible for logging any incidents and accidents.
* To complete regular first aid training.
* To ensure the appropriate welfare facilities are provided at the educational visitor centres including arranging maintenance and cleaning services as appropriate.
* To deliver outreach sessions to schools and community groups about waste reduction, re-use and recycling.
* To deliver training to council bin crew, businesses, and local authorities.
* To attend events delivered across Greater Manchester in support of the campaigns delivered with the local authorities to encourage waste prevention, re-use and recycling.
* To support the development of new educational resources such as e-learning, films, session materials, community resources, website resources, development of site visit sessions, development of presentations for various events, training and outreach sessions
* To develop and maintain relationships with various educational establishments in order to maximise opportunities and to raise awareness in the local community of how individuals and groups can contribute to the recycling agenda. For example attending events such as M.E.E.N, green teach and pupil parliament events.
* Actively engaging with schools and community groups to promote visits and conduct research (emails, newsletters, calls, and visiting schools). Involving education establishments in the development of future projects.
* To build relationships and partnerships with community sector networks to support the delivery of the Communication Strategy and annual delivery plans.
* To support ad hoc visits to waste treatment sites as required e.g. media, contractors.
* To support the monitoring and evaluation of educational activities through the collation of data and agreed key performance indicators of individual campaigns and promotions.

**General*** To contribute to the development of promotional resources, including educational brochures, content for the R4GM website, newsletters and public exhibitions.
* To attend events delivered across Greater Manchester in support of the campaigns delivered with the local authorities to encourage waste prevention, re-use and recycling.
* To keep abreast of new developments, horizon scanning for new initiatives and innovation. To keep up to date with the latest teaching methods and any changes to the waste treatment processes.
* To prepare presentations to the waste collection authorities on relevant matters as and when required.
* Contribute to the communications and behavioural change action plan to meet the overall business objectives
* To represent the GMCA at a local, District and national level as required.
* Accountable for ensuring the health and safety responsibilities against the role are met, by wearing appropriate PPE and following health and safety protocols on the waste treatment sites.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required. |
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| **KNOWLEDGE, SKILLS AND EXPERIENCE** |
| **Knowledge & Experience** * Educated to a high standard or hold a relevant professional qualification such as an education, training, or leadership qualification
* Excellent teaching, training, community engagement or leadership skills with ability to work with a range of audiences
* Experience of working with children, young people and liaising with schools.
* Excellent verbal communication skills including strong presentation skills and public speaking experience
* Experience of delivering education/training programmes at formal and informal levels.
* Working with public groups from diverse backgrounds including school students, the wider public and other stakeholders.
* Experience of developing and delivering lessons/training plans.
* Experience of researching, writing, editing and targeting information to the intended audience

**Desirable*** Knowledge of the waste industry/local Government/environmental services sector/recycling sector.
* General health and safety and risk assessment knowledge

**Skills & Behaviours** * Good administrative and organisational skills and proficient in the use of ICT, including Microsoft systems
* Excellent communication skills, both orally and in writing including grammar and spelling with an attention for detail.
* Excellent presentation skills and the ability to present to a wide variety of audiences, tailoring messages according to the audience
* The ability to manage and diffuse sensitive situations
* The ability to manage tasks, prioritise and work to rigid timelines
* Ability to develop and maintain positive and collaborative working relationships across the organisation and externally
* Able to demonstrate discretion and maintain confidentiality
* Flexible, innovative and persuasive approach
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**Corporate Duties**

Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

Safeguard at all times confidentiality of information relating to staff and pensioners.

Refrain from smoking in any areas of Service premises.

Behave in a manner that ensures the security of property and resources.

Abide by all relevant Service Policies and Procedures.

**Records Management/ Data Protection -** As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security -** As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality -** All staff are personally responsiblefor the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

**Health and Safety -** All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service’s undertakings.

**Service Policies -** All GMCA employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities -** GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background