

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Recycling Supervisor	Grade:	Scale 6
Reports to (Designation):	Project Officer		
Directorate:	Public Realm	Section:	Street Environmental Services

Main Purpose of the job:

To lead, support and supervise the Recycling Advisor team to increase participation in the Council's recycling, food recycling and waste reduction services.

The postholder will coordinate daily activities, quality-check engagement work, and ensure consistent, high-quality resident and business engagement.

The role combines supervisory responsibilities with hands-on operational delivery, ensuring effective property surveys, door-to-door engagement, education campaigns and behaviour-change initiatives, with a particular focus on improving household packaging and food waste recycling.

Summary of Responsibilities and Personal Duties:

- Supervise Recycling Advisors, including assisting with task allocation, rota planning and attendance monitoring.
- Quality-check engagement work, surveys and data collection.
- Ensure compliance with health & safety, lone-working procedures and risk assessments.
- Lead and support property surveys to identify recycling behaviours and barriers.
- Oversee door-to-door engagement, community events and targeted recycling campaigns.
- Provide expert recycling advice and ensure accurate, consistent messaging by the team.
- Monitor team activity, resident feedback and emerging trends.
- Coordinate distribution of containers, leaflets and campaign materials.
- Oversee engagement records, surveys and participation data to ensure accuracy.
- Analyse results and produce routine reports to support service planning.
- Work collaboratively with internal teams such as collections, communications, enforcement and housing.

General

- Work in line with Council policies, procedures and values.
- Participate in the Performance Evaluation Scheme (PES) and complete required training.
- Undertake any other duties appropriate to the grade.
- Reasonable adjustments or duty modifications will be considered for disabled applicants.

Internal Contacts: These include the Executive Directors and other senior members of staff; council officers working in services across the organisations, the Mayor, Cabinet Members, and other councillors.

External Contacts: These will include local, regional, and national stakeholders, communications leads and other representatives from partner organisations, local residents, local businesses.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

Hours of Work:

Varies Monday – Friday, Tuesday – Saturday, 9am – 5pm, with a requirement to work earlier or later shifts as and when required to support service needs.

Driving Licence is essential

Number of fully managed staff: 0

Title:	Grade	No of posts
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Number of partially managed staff: up to 14

Title:	Grade	No of posts
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PERSON SPECIFICATION

JOB TITLE: Recycling Advisor

POST NO:55407

DEPARTMENT: Strategic Waste

GRADE: Scale 6

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community with an understanding of how equality and diversity relates to this post. **S**

Knowledge, Experience and Skills

Experience of working directly with the public, ideally through outreach, community engagement, sales or advisory work. **S**

Awareness of recycling, food waste and wider environmental issues (training can be provided). **S**

Experience of recording and reporting data accurately (e.g. surveys, CRM systems, Excel). **S**

Experience with supervising teams.

Skills and Abilities:

Confident communicator, able to engage with residents from a range of backgrounds in a polite and persuasive way. **S**

Good observational and problem-solving skills to identify local barriers to recycling. **S**

Able to work both independently and as part of a team.

Basic IT skills for recording survey results and producing reports.

Ability to speak a community language in addition to English (desirable).

Qualifications:

Good general education (e.g. GCSEs or equivalent).

Relevant training in customer service, community engagement or sustainability (desirable).

Personal Attributes:

Enthusiastic and positive attitude to promoting environmental sustainability.

Respectful, approachable and able to build trust quickly.

Flexible and able work earlier or later shifts as and when required to support service needs

Personal qualities

Candidates are expected to adhere to Lewisham's values

Ability to drive council vehicles – Desirable

Circumstances

DBS Disclosure Required? **No** **Basic** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Candidates must meet the standard Lewisham requirements for the post.

Physical ability to walk long distances, use a trolley to transport materials and willingness to work outdoors in all weather.