



<b>Job Title:</b>	Senior Sustainability Officer
<b>Grade:</b>	8
<b>Section</b>	Investment
<b>Reports to:</b>	Sustainability Manager
<b>Responsible for:</b>	Sustainability Officers, Sustainability Support Officer

### The Job

Is to:

- deliver the WDH Sustainability Plan across the organisation to reduce carbon dioxide emissions, combat climate change and tackle fuel poverty.
- lead a highly motivated, multi-disciplinary team to provide a comprehensive service for stakeholders and improve sustainability.
- manage the day to day performance of the Sustainability Team, ensuring that policies and procedures are delivered effectively alongside wider activities.

### The Bigger Picture

You will:

- support WDH's Vision and corporate objectives;
- line manage, lead and motivate team members in the Sustainability Team;
- monitor and report on team performance, customer outcomes and evaluation information using internal systems;
- manage the delivery of specific sustainability projects;
- co-ordinate the environmental auditing function within the Sustainability Team;
- co-ordinate internal and external communication and engagement plans to raise the profile of sustainability both inside and outside the organisation;
- be fully aware of, and keep up to date with, sustainability initiatives and legislation;
- need to be aware of and comply with organisational policies and procedures;
- provide cover, deputising for the Sustainability Manager as appropriate, and
- undertake any other duties, as directed by line management, commensurate with the grade and overall purpose of the role.

## The Day to Day

You will:

- support the Sustainability Manager in the preparation, management and control of the Sustainability budgets and reports to the organisation;
- be responsible for developing and implementing operational processes, policies and procedures for the Sustainability Team;
- help develop innovative new ways of engaging with customers and delivering effective services to improve sustainability and tackle fuel poverty;
- ensure systems are utilised to monitor team performance to establish the effectiveness of services and projects being delivered;
- manage the day-to-day delivery of specific sustainability projects, including those that are externally funded, to ensure targets are met and deliverables are compliant with funder requirements;
- collate accurate and compliant information for submission to external funders to maximise grant income in a timely manner;
- be responsible for implementing and monitoring the environmental auditing function, in particular in relation to WDH's Waste Management Framework and waste transfer station;
- co-ordinate the energy efficiency and switching advice service provided to customers;
- deal with more complex energy efficiency and switching cases to ensure a positive outcome for the customer;
- establish effective internal partnerships ensuring customer service excellence is at the heart of the approach;
- develop appropriate partnership arrangements with external agencies in order to develop services and meet the objectives of WDH;
- develop resources and communication tools to promote the Sustainability service and raise awareness of the sustainability agenda both internally and externally;
- attend various meetings and forums both internal and external as appropriate;
- assist the Sustainability Manager in the development and continual improvement of Sustainability initiatives both internally and externally;
- promote health and safety awareness to ensure safe working environments in accordance with the WDH Health and Safety Policies and Procedures and undertake risk assessments as required.
- assist in the formulation and up-dating of strategies and Team Plans;
- deputise for the Sustainability Manager in their absence; and
- be required to undertake duties at any location throughout and outside the district, dependent on the needs of service delivery.

## Personal Contacts:

**Internal:** Sustainability Manager, all employees within WDH

**External:** All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary organisations.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
<b>Qualifications and Training</b>				
A qualification at Level 4/5 of the Qualifications and Credit Framework, such as an HNC, Award, Certificate or Diploma at level 4/5 or equivalent, in a relevant subject area.	✓		AF/CQ	✓
Qualified Internal EMS Auditor or equivalent experience		✓	AF/CQ	
Associate IEMA membership		✓	AF/CQ	

<b>Determination</b>				
Significant experience of working within a similar sustainability role	✓		AF/I	✓
Experience of managing the delivery of customer focussed services	✓		AF/I	✓
Successful project management and delivery experience	✓		AF/I	✓
Ability to monitor progress and team performance	✓		AF/I	
Successful performance management of a team of employees	✓		AF/I	
Have effective leadership skills, using communication, negotiation and motivation	✓		AF/I	
Clear presentation skills both verbally and written	✓		AF/I	
Excellent time management and organisational skills	✓		AF/I	✓

<b>Nous</b>				
Excellent knowledge and understanding of the sustainability agenda	✓		AF/I	✓
Experience of effective partnership working with a range of agencies	✓		AF/I	

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>	<b>Shortlisting Criteria (Tick)</b>
Ability to obtain, analyse and present performance information	✓		AF/I	
Excellent attention to detail	✓		AF/I	
Detailed knowledge of relevant IT applications	✓		AF/I	

<b>Attitude</b>				
Demonstrate an understanding of equality and diversity	✓		AF/I	
Ability to motivate individuals and teams to achieve performance requirements	✓		AF/I	
Experience of highly effective communication skills to people, managers, customers and other stakeholders	✓		AF/I	

<b>Additional Requirements of the Job</b>				
The post holder must have a valid driving licence and have daily access to a vehicle to travel throughout the district, and occasionally beyond	✓		AF	✓
The post holder may be required to work outside normal office hours including evenings and weekends.	✓		AF/I	

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R - References