

Role Profile and Specification - Project Officer (Environment) 1 Year FTC

Service Area	Environment
Role Title	Project Officer (Environment)
Location	Oxted/Agile
Reports to	Head of Environment
Salary/Grade	Grade 4
Duration/Hours	37 Hours per week 1 Year Fixed Term Contract

Service Area Purpose

The Environment Service delivers high quality, efficient and customer focused environmental and operational services across the district. This includes waste and recycling collections, garden waste, street cleansing, parks and open spaces, playgrounds, allotments, grounds maintenance, car parks, cemeteries, health and safety, and service improvements linked to Local Government Reorganisation (LGR). The service ensures operations are modern, safe, cost effective and compliant with statutory requirements, while supporting sustainable, well maintained neighbourhoods.

Job Purpose

To provide high-quality project, analytical and coordination support to the Head of Environment and the wider service, contributing to the successful delivery of key environmental priorities, including Local Government Reorganisation (LGR).

The postholder will play an active role in planning, coordinating and progressing projects and workstreams ensuring that activities are well managed, risks are identified, and outputs are delivered on time. This will include maintaining project documentation and analysing information.

The role will support service transformation, operational reviews, and the development of future service models by gathering information, maintaining project documentation, and assisting with the preparation of blueprints, workflows and process maps.

Working across service areas and with a range of internal and external stakeholders, the role will enable effective decision-making and delivery by providing clear information, structured analysis, and practical support. The postholder will be expected to manage their own workload, use initiative, and contribute to service transformation and operational improvement.

The role combines project support, organisational coordination and analytical work, requiring a proactive and adaptable individual who can operate effectively in a fast-paced and evolving environment.

Specific Responsibilities

- Support the Head of Environment by coordinating meetings, schedules, documentation and workflow across the service.
- Provide project support for LGR-related workstreams, including data gathering, research, reporting and liaison with internal and external stakeholders.
- Assist in progressing environmental projects, service improvements and transformation activities, ensuring milestones and actions are monitored and delivered.
- Act as a central point of contact for enquiries, information requests and communications relating to environmental projects and LGR activity.
- Contribute to the development and maintenance of efficient systems, processes and documentation to support operational effectiveness.

Project & LGR Support

- Support the planning, coordination and delivery of complex Environment service projects and workstreams, with a particular focus on Local Government Reorganisation (LGR), including preparing documentation, tracking progress and escalating risks or issues.
- Assist in gathering, validating and presenting data on current environmental services, contracts, policies and performance.
- Maintain oversight of project activity by developing and managing project plans, action trackers, risk logs and reporting tools, ensuring progress, dependencies and issues are clearly understood.
- Proactively monitor milestones, identify risks and escalate issues, supporting timely and effective resolution.
- Support the development of “as is” and “to be” service blueprints, workflows and process maps.
- Liaise with colleagues across the council, partner authorities and contractors to ensure environmental LGR tasks are completed accurately and on time.

Operational & Administrative Support

- Provide structured organisational support to the Head of Environment, including coordination of priorities, scheduling and workflow management
- Organise meetings, workshops and briefings for officers, Members, partners and stakeholders, including preparing agendas, minutes and action notes.
- Respond to enquiries from Members, officers, partner organisations, contractors and the public, ensuring timely and accurate information is provided.
- Support procurement and contract administration processes in line with council procedures.

Document & Information Management

- Draft, edit and coordinate key documents including reports, briefing notes, business cases, project papers and operational documents.
- Assist in the preparation of committee reports, presentations and consultation materials.
- Maintain accurate records, filing systems and project documentation in line with data protection and information governance requirements.

Service Improvement & Research

- Review environmental service processes, workflows and administrative systems, recommending improvements to enhance efficiency and reduce duplication.
- Conduct research on environmental policy, best practice, legislation and service models, summarising findings and preparing briefing notes.
- Support service reviews, audits and performance monitoring activities, including data analysis and preparation of performance reports.

Cross-Service Collaboration

- Work closely with colleagues across Waste, Street Cleansing, Parks, Open Spaces, Car Parks and other council departments to support joined-up working.
- Coordinate with corporate project teams, transformation officers and LGR programme leads to ensure environmental interests are represented and aligned.
- Support communication and engagement activities with internal teams, Members, residents and external partners.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none">• Educated to A-level standard (or equivalent),• OR demonstrable relevant experience in a project, analytical, or operational support role at a comparable level.	<ul style="list-style-type: none">• Degree or equivalent qualification in a relevant discipline (e.g. environmental management, business, public administration).• Recognised project management qualification (e.g. PRINCE2 Foundation, APM) or willingness to work towards one.• Relevant local government or professional qualification.

Experience

Essential	Desirable
<ul style="list-style-type: none">• Experience supporting or coordinating projects, programmes, or service improvement activity, including working to deadlines and tracking progress.• Experience producing and maintaining structured documentation (e.g. plans, reports, logs, or trackers).• Experience working with multiple stakeholders, such as colleagues across teams, partners, or external organisations.• Experience gathering, analysing, and presenting information or data to support decision-making.	<ul style="list-style-type: none">• Experience working on complex or cross-organisational projects (e.g. transformation, service redesign, or change programmes).• Experience in a local government, public sector, or environmental services context.• Experience supporting procurement, contracts, or governance processes.

Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none">• Strong organisational skills with the ability to manage competing priorities and work independently.• Ability to plan, track and monitor work, using tools such as project plans, risk logs or action trackers.• Excellent written and verbal communication skills, including the ability to produce clear reports and briefing materials.• Strong analytical and problem-solving skills, with the ability to interpret information and identify improvements.• Ability to build effective working relationships across teams and with a range of stakeholders.• Confident user of digital tools (e.g. MS Office) to manage data, documentation and reporting.• Ability to quickly understand new areas of work and apply learning in a practical context.• Understanding of the broad requirements of the data protection principles• A commitment to equality and diversity	<ul style="list-style-type: none">• Understanding of project management approaches, tools or methodologies.• Knowledge of environmental services (e.g. waste, recycling, grounds maintenance) or similar operational services.• Awareness of local government processes, governance, or policy environment.• Experience supporting service reviews, process mapping, or continuous improvement activities.