

Job Description



Job Title: Public Realm Engagement Officer	Service Area Public Realm – Waste Reduction	
Directorate: Environment & Sustainable Transport	Post Number: x3 Posts	Evaluation Number: 7840
Grade: 1st Grade = Scale 4	Date last updated: 01 June 2026	

Overall Purpose of Job

To support the objectives of the Public Realm Directorate. To engage with the community on issues relating to recycling, street scene and waste prevention through direct contact.

Engage with residents and volunteers across a range of settings, including door-to-door visits, homes, parks, libraries, schools, community centres and public events, to promote recycling, waste prevention and wider public realm initiatives. Provide clear information on collection schedules, encourage waste minimisation and responsible use of public and open spaces, address local environmental issues, and signpost residents to relevant Council services.

To work with other Council departments, partner organisations and key stakeholders on the delivery of a communications programme for the Public Realm directorate, including delivery of public engagement and communication activities through a range of channels.

Job Context

1. The post holder reports to the Waste & Recycling Team Leader and has no line management responsibility.
2. The post holder will be required to work regular evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. Support the delivery and implementation of a range of projects on waste reduction, recycling, waste collection, street cleansing, parks and green spaces and other local environmental issues.
2. Delivering engagement in a customer-focused environment, including developing and maintaining links with partner organisations and internal and external stakeholders.
3. Undertaking a programme of public engagement events focussed on delivering behaviour change in line with the Public Real team's aims. To include door-to-door work and work with schools and community groups. Act as an Ambassador for Public Realm.
4. Organising, running and regularly attending outreach events in the borough on behalf of Public Realm, including roadshows, workshops and other community events such as swap shops and repair cafes.
5. Delivering public engagement sessions on online platforms on environmental issues.
6. Promoting the Newham Council objectives and support volunteers.
7. Distributing promotional and educational materials (e.g. leaflets, information packs, litter pickers, orange/purple waste and recycling bags) within the borough on behalf of the Environment & Sustainable Transport Division and other services.
8. Capture contents such as images, videos, content for social media, for use by the Communications Team, in line with policies and GDPR procedures
9. Conduct surveys within the borough, through both face-to-face interviews and observational studies, keeping accurate records of all survey work undertaken and assist in the analysing and presentation of data
10. Create educational and engagement materials, with support, to deliver at assemblies, workshops, resident days and training sessions at educational establishments, parks, high streets and community centres. e.g. newsletters, online engagement and presentations.
11. Ensure that schools are aware of what support is available to them, e.g. Eco-Schools programme.

12. Manage the recycling mailbox including responding or actioning emails where required.
13. Adhere to all Council Policies and Procedures.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



Job Title: Public Realm Engagement Officer	Service Area: Public Realm – Waste Reduction	
Directorate: Environment & Sustainable Transport	Post Number: x3 Posts	Evaluation Number: 7840
Grade: 1st Grade = Scale 4	Date last updated: 01 June 2026	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE & EXPERIENCE: Knowledge of environmental issues, particularly as they apply to sustainable management of environmental resources (e.g. recycling, waste reduction, littering and fly tipping)	Application Form/Interview Application Form/Interview/Test
SKILLS AND ABILITIES: Able to communicate effectively face to face, through presentations, discussions and online. With a variety of audiences. Good literacy and numeracy skills IT literate – fully familiar with Microsoft Office Able to prioritise own workload	Application Form/Interview/Test Application Form/Interview/Test Application Form/Interview Application Form/Interview

Able to create effective engagement materials with direction	Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR: Polite, professional and helpful manner An inclusive and flexible team player, but also able to work effectively without supervision Confident approach to dealing with stakeholders and colleagues. Deals well with conflict Friendly, open, style that inspires confidence and trust with people at all levels. High customer focus with a flexible approach to working hours, location and getting the job done. Commitment to improving the public realm services for Newham residents. Commitment to promoting equal opportunities from service delivery Demonstrate a commitment to Newham's values and culture and act as a positive ambassador for the Council	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
OTHER SPECIAL REQUIREMENTS: Flexibility in working hours, including weekends and evenings. Willingness and ability to travel throughout Newham Prolonged periods of standing / walking This post is exempt from The Rehabilitation of Offenders Act (1974). DBS check is required for successful applicants.	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Satisfactory clearance at conditional offer stage
DESIRABLE Some duties may require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test	Application Form/Interview

Ability to communicate confidently with Newham's diverse communities.	Application Form/Interview
Ability to speak one or more Newham community languages	Application Form/Interview