

Role profile

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title	Project Officer (Health and Sustainability)		
Salary/Band	Band 3	Hours	18.5 per week
Location	Green Street, Kidderminster	Position Type	Part Time
Contract type	Permanent	Career Graded Post	No
Politically Restricted Post	No		
Generic Responsibilities			
<ul style="list-style-type: none"> Acting corporately to support new innovation and creative opportunities in the delivery of the Council's services To work closely with the Housing and Planning team to provide excellent customer services, strategies, policies and procedures including as part of the 'one team' approach to deliver on the council "purposes" To work collaboratively with colleagues within and across other teams to support and/or lead new initiatives to transform the delivery of the Council's services and ensures the long term financial stability of the Council 			
Task Specifics			
<i>The "task specifics" is the non-contractual element of your post and is a more detailed description of the day-to-day activities which will be reviewed in line with the appraisal process and can change when priorities change</i>			
Job Purpose			
<ul style="list-style-type: none"> To work with the Principal Health and Sustainability Officer who is the Council's Lead Officer in the continued development and implementation of the Council's strategies and action plans on Sustainability, Climate Change, Carbon Management/ the 'Green' agenda, Fuel Poverty/ Affordable Warmth and Health, in conjunction with key partner organisations . To lead and support on a number of projects that develop strategies, action plans, services, policies and procedures within health and sustainability. Provide advice, information and assistance to colleagues, partners and the public. Co-ordination, organisation and participation in internal and external meetings and groups. 			
Service to Customers			
<ul style="list-style-type: none"> Develop and deliver activities to help customers (internal and external) improve their health and wellbeing and reduce their environmental impact. To act as the first port of call for information, advice and assistance on affordable warmth, fuel poverty and sustainability issues . To carry out customer satisfaction surveys and assist in resolving complaints as part of delivering health and sustainability projects. Work with a wide range of organisations, businesses, voluntary and community groups. Develop and deliver behaviour change programmes and activities. Develop and deliver publicity and promotions through wide range of media channels and through organisation of events and seminars. Working alongside the Principal Health and Sustainability Officer, Media and Web teams to develop and update leaflets, website and newsletters Assist in the resolution of enquiries to ensure a customer focussed, high quality service is provided. To represent the Council on external bodies/groups as determined by the Principal Health and Sustainability Officer 			

- To contribute to continued close working with our current service providers and partners to ensure continued success and growth, including providing advice, support and regular attendance at meetings

Business Improvement / Planning Responsibility

- Assist in developing and delivering activities to improve employee health and wellbeing.
- Assist in developing and delivering activities to reduce the council's environmental impact
- Assist in development and delivery of strategies and action plans on health and sustainability issues, including the Council's Health Action Plan. .
- Developing and maintaining appropriate monitoring and reporting systems for the performance management of health, affordable warmth, climate change and sustainability policies
- Supporting the continued development of joint objectives to tackle health inequalities in partnership with relevant health organisations.
- To support delivery of the Wyre Forest Collaborative objectives and projects and support the Countywide Health and Wellbeing plan.
- To undertake research, work and make recommendations to ensure implementation of new initiatives and good practice in policy and procedures

Managing Resources (People, equipment, buildings)

- Working with volunteers and staff from a wide range of partner organisations to run health and sustainability events and activities.
- To support the delivery of energy efficiency / renewable energy measures to households in conjunction with partners and contractors, including monitoring performance
- Involved in and chairing where appropriate relevant district and county groups and acting as a conduit between the two.
- Managing caseloads for project delivery, including logging data and referral information onto relevant IT systems.
- To support the Principal Health and Sustainability Officer in submitting bids and proposals to attract funding including to external bodies.
- Support the work with the H&P team to collate and produce performance monitoring information and reports.
- Raising purchase orders on the council's financial systems

- Specific Knowledge and Skills required for this role:

Essential

- Knowledge of health and sustainability, fuel poverty, climate change, energy and environmental issues.
- Experience of publishing and promoting health, affordable warmth, climate change and sustainability issues with a view to empowering local communities through the use of the media, exhibitions, seminars and consultation exercises.
- Must have experience of working in with customers for a minimum of one year.
- Experience of working in partnership with other organisations.
- Interpersonal skills: Capacity to understand customers' perspectives, demonstrate empathy and remain patient, even in challenging situations, to provide exceptional customer service.
- Communication skills: Superior communication skills with a genuine desire to help people using a patient, calm and friendly manner and the ability to demonstrate self-control and a confident attitude especially when dealing with vulnerable people with complex needs across a range of channels.
- Data management: Excellent administrative and ICT skills with the ability to process information accurately and in a methodical and organised way using a range of computer applications and databases.
- Conflict Resolution: Proficiency in resolving conflicts and disputes in a calm and diplomatic manner, de-escalating difficult situations and maintaining composure under pressure.
- Teamwork and Collaboration: Ability to work well as part of a team, collaborate with colleagues from diverse backgrounds, and contribute positively to a cooperative work environment.
- Resilience and adaptability: Flexibility to adapt to changing priorities, tasks and responsibilities in a dynamic office environment, demonstrating resilience and a willingness to learn new skills.
- Attention to detail: Keen attention to detail to ensure accurate documentation of information, minimising errors and discrepancies.
- Integrity: Excellent work ethic with an understanding of the importance of punctuality and reliability; flexible and resilient, willing to adapt and learn new skills quickly and in accordance with rapidly changing needs.
- Initiative and independence: Self-motivated with the ability to work independently; support and motivate others and work as part of a team to achieve performance targets and the best outcomes for customers.

- Personal development: Accepts constructive feedback; responds positively to it and seeks to continuously improve; willingness to undertake continuous learning and personal development to enhance the quality of service provided to customers.
- Experience of presenting a range of topics both orally and in writing.
- To work on own initiative and with minimum supervision

Desirable

- Experience of commissioning services
- Experience of managing projects
- Experience of working with local communities and community groups/leaders
- Community engagement/development qualification

Education	Essential	Desirable	5 GCSE Level or Equivalent including maths and english A Level or Equivalent Degree Level or Equivalent Other relevant qualification specific to the role (detailed in key skills)
	Yes		
	Yes		
		Yes	
Driving Licence	Essential	Desirable	Full UK Driving Licence Class 2 LGC Licence
	Yes		
DBS requirements		Not required for post	
	Yes	Basic	
		Enhanced Adults	
		Enhanced Adults & Children	
Additional Special Requirements	<p>Occasional weekend or evening working may be required.</p> <p>Business Mileage It is desirable that the post holder provides an appropriate means of transport for use in connection with the duties of this post. Recompense will be at the rate as agreed by the Council. You may, therefore, from time to time be required to provide suitable vehicle and your car insurance should cover you for business use.</p> <p>Physical Exertion and Mobility This job includes duties that may require an element of physical exertion and mobility on an occasional or frequent basis.</p>		
Health and Safety (standard info not to be changed)	<ul style="list-style-type: none"> • To monitor and comply with Health and Safety of tasks and projects • To assist with and undertake risk assessments, method statements, standard operating procedures. • As an employee you must comply with the requirements of the Health and Safety at Work Act 1974 and affiliated regulations. You are also required to comply with the Council's Health and Safety Policies and take reasonable care for the health and safety of yourself and of others 		
Values and Behaviour (standard info not to be changed)	<p>Work to the Council's Values and associated Behaviours.</p> <p>We are Working Together</p> <ul style="list-style-type: none"> • We are one team, all working towards the Council's vision for the district <p>We are Fair</p> <ul style="list-style-type: none"> • We treat people fairly, we are inclusive and embrace our differences <p>We are Dependable</p> <ul style="list-style-type: none"> • We do what we say we are going to do, you can trust us to deliver on our promises <p>We put Communities first</p> <ul style="list-style-type: none"> • We listen, we set targets for ourselves and the services we deliver 		
Corporate Accountabilities	<p>Equality, Diversity, and Inclusion</p> <ul style="list-style-type: none"> • Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure 		

(standard info not to be changed)

individual's needs are met. Challenge inappropriate behaviour and language constructively.

Health and Safety

- To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate.

Information security and governance

- Manage information in line with the Council's policies, procedures, and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance.
- Cyber Security Awareness

Safeguarding

- Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

Date Prepared: 21 April 2026