

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE:

Sustainable Communities, Regeneration and Economic

DIVISION:

Sustainable communities

JOB TITLE:

Carbon Neutral Support Officer

ROLE PROFILE

Job Title:	Carbon Neutral Support Officer
Directorate:	Sustainable Communities, Regeneration and Economic
Division:	Sustainable Communities
Grade:	Grade 7
Hours (per week):	21.6
Reports to:	Carbon Neutral Programme Manager
Responsible for:	No line management responsibility
Role Purpose and Role Dimensions:	To support the delivery of the Council's Climate Action Plan by providing project coordination, monitoring, research and administrative support across the climate programme. The role focuses on assisting senior officers and services by gathering information, tracking progress, preparing reports and supporting community engagement activity. The postholder contributes to the day-to-day functioning of the climate programme, ensuring information is accurate, shared effectively and reported in a timely way, while working within established policies, procedures and guidance.
Commitment to Diversity:	The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Key External Contacts:	Contacts include but not limited to; South London Partnership (SLP), South London Waste Partnership (SLWP), Local Strategic Partnership (LSP), London Councils, Greater London Authority (GLA), Croydon Green Network, Environmental organisations, charities and groups, Croydon Climate Action, Croydon Community Energy and other London Borough Councils.

Key Internal Contacts:	Senior leadership and management, local members and senior politicians, other council departments, including: Assets, Estates and Facilities Management, Planning, Public Health, Housing, Commissioning and Procurement.
Financial Dimensions:	No direct responsibility for budgets
Key Areas for Decision Making:	Organising own workload and prioritising agreed tasks Deciding appropriate methods for data collection, reporting and project tracking . Making recommendations to senior officers based on research and analysis.
Other Considerations:	Occasional attendance at evening or community engagement events and Hybrid working in line with council policy

Is a satisfactory disclosure and barring check required?

No

[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted

No

[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Key Elements:

Project Management of the Climate Action Plan

This will involve:

- Provide administrative and coordination support to climate-related programmes

and workstreams, including the Local Area Energy Plan, community-led initiatives and adaptation activity, to help ensure tasks are progressed, information is maintained and outputs are delivered to an agreed standard.

- Undertake emissions calculations and routine data analysis, identifying data gaps or inconsistencies, collating information from multiple sources, and escalating complex technical issues or uncertainties to senior officers as required.
- Support the coordination and continuous improvement of the Council's climate action activity by maintaining records, tracking actions, supporting engagement activity and assisting senior officers in the delivery of the Climate Action Plan and Local Area Energy Plan.
- Maintain an up-to-date working awareness of relevant legislation, policy and guidance, and assist with the preparation and circulation of briefings, updates and information for internal and external stakeholders in formats agreed by senior officers.
- Assist in reviewing and updating procedures, guidance and supporting documentation related to climate and sustainability activity, under direction, to support the Council's climate change objectives.
- Liaise with internal teams, external partners, and community groups as required, primarily to share information, coordinate activity, arrange meetings or events, and support effective delivery of existing climate-related work.
- Participate in cross-team projects and working groups, contributing administrative and organisational support and carrying out agreed actions to support delivery.
- Provide information and practical support to colleagues, within defined areas of responsibility, to help resolve routine issues and improve coordination and ways of working, referring specialist or complex matters to senior officers.

- Assist with monitoring progress against agreed actions, targets and budgets, maintaining trackers, compiling data, and supporting reporting to help identify issues or delays.
- Maintain accurate records of activity and progress against targets, contributing information to support annual and periodic reporting on the Climate Action Plan.
- Resolve any problems and mitigate risks.

Relationship Management

- Support effective relationships with internal teams, partners and community groups through coordination and information sharing.
- Assist with communication and engagement activity, ensuring stakeholders receive timely and accurate updates as directed.
- Respond to routine stakeholder enquiries and coordinate meetings or events, escalating complex issues where necessary.
- Attend meetings and events to provide administrative support, such as note-taking or information sharing, including occasional out-of-hours attendance.
- Use clear communication, tact and professionalism when liaising with stakeholders and supporting community engagement activity.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of plans pertaining to the climate emergency.
- Championing the professional integrity of the Climate Action Plan.
- Seeking to continually improve the efficiency and efficacy of how services across the council make individual and collective progress towards ambitions for carbon reduction.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary, and report defectives and hazards to management

Person Specification

Carbon Neutral Support Officer

Job Title:

Essential knowledge:

- Working knowledge of project processes and administrative support practices, gained through experience supporting projects or programs.
- Relevant experience or exposure to climate, environment or sustainability-related work
- Awareness of key national policies and initiatives related to climate change and the environment, and the ability to apply this understanding in a support capacity

Essential skills and abilities:

- Degree level or equivalent qualification / experience.
- Ability to write project reports, member briefings, committee reports and public-facing documents that are able to respond to stakeholders with clear and concise communication.
- Pro-active approach to work and advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.
- Ability to collate and analyse varied and complex data from multiple sources, to make effective judgements and articulate recommendations.
- Excellent communication skills (written and verbal), in order to lead and motivate others and negotiate with partners.
- Ability to work with high level internal and external stakeholders.
- Good IT skills, including MS Office.

Essential experience:

- Experience of managing projects, application of processes, methods, knowledge, skills, and experience to achieve the project objectives
- Experience of programme and / or project management within the sector or comparable sector.
- Experience of managing projects, application of processes, methods, knowledge, skills, and experience to achieve the project objectives
- Experience of dealing with diverse stakeholders and potentially conflicting agendas
- Experience of working with cross-functional and virtual teams to deliver agreed outcomes
- Evidence of using relationship management to engage, build and maintain strong relationships within and outside the organisation.

**Desirable
experience**

Skills and

- Knowledge of climate change mitigation and adaptation and understanding of degrowth, wellbeing economy, doughnut economics and circular economy.
- Understanding and experience of social value, climate justice, and the links between environmental sustainability, health, equality and community resilience.
- Awareness of local authority responsibilities and opportunities in delivering climate action, environmental sustainability and just transition objectives

Special conditions:

- There will occasionally be requirements to work outside of core working hours in the evening and weekend.