

Position: Community Liaison Manager

Working hours: Full time
Holder of the position:
Supervising position: Finance Director

Purpose of the position:

The Community Liaison Manager will work within local communities and liaise with a wide range of relevant stakeholders. The person will work in co-operation with the South West Devon Waste Partnership and Plymouth City Council on waste reduction and awareness campaigns, public meetings, promotions and initiatives, both on a strategic and operational level. The Community Liaison Manager will support the Finance Director in the preparation, implementation and follow-up work that may arise with regards to the Incinerator Liaison Committee. The manager will also liaise with MVV's headquarters in Germany to ensure that any public stakeholder work is conducted in line with MVV's policies and design guidelines.

Reporting Lines and liaison:

Reports to: Finance Director
Direct reports from: Stakeholder advisors
Liaison with: SWDWP/ PCC planning department/ NGOs, eg charities, University of Plymouth, Plymouth College, Incineration is Wrong/ Incinerator Liaison Committee/ MVV Umwelt and MVV Energie media and marketing department

Tasks

1. Communications Management:
 - ▶ Work with the South West Devon Waste Partnership (SWDWP), voluntary organisations, educational bodies, local businesses, environmental groups and local individuals to support the implementation of the Partnership's Waste Management Strategy.
 - ▶ Help to develop a public understanding of waste management; recycling, the recovery of energy from waste and other wider waste reduction issues through effective engagement with community groups and local residents.
 - ▶ Develop education activities and create brochures, webpages and other information and education material on: the operation and performance of the North Yard EfW/CHP facility; waste minimisation and

reduction; the role of various waste management technologies; the ecology of Blackies Wood, Barne Brake, Weston Mill Creek, the SAC and other local areas of significance; and other similar topics as may from time to time be appropriate.

- ▶ Manage the Community Area to ensure a high standard of visitor experience is delivered and maintained, including maintaining space provided for displays about the operation and history of HMNB Devonport.
- ▶ Engage with the local community in encouraging the use of the facilities and education opportunities in the Community Area.
- ▶ Manage the distribution of the community fund and sponsorship programme in accordance with an agreed plan.
- ▶ Support the Finance Director in the preparation, conduction and follow-up work that may arise with regards to the Incinerator Liaison Committee.
- ▶ Manage the Enquiries and Complaints database and respond to enquiries and complaints.
- ▶ Respond to government consultations as necessary.
- ▶ Provide interviews and articles to press and other media in close liaison with the Finance Director
- ▶ Support the Directors in advertising recruitment and apprenticeship initiatives – e.g. placing job advertisements within the local community, supporting the creation of placements and work experience opportunities for local residents and students from education establishments in the area.

2. Leadership:

- ▶ Lead on all communications activities for MVV.
- ▶ Develop productive working relationships with local community representatives to achieve a wider understanding of the role of the Facility in reducing waste and CHP production.
- ▶ Support local community groups to improve their own skills and capacity to enable them to formulate and deliver their own waste reduction objectives, through the provision of appropriate education and information.

3. Reporting:

- ▶ Provide reports in accordance with the requirements of the Project Agreement, and MVV's internal communication protocols
- ▶ Ensure emissions and other such relevant data e.g. correspondence from the Environment Agency is made available in a suitable format.

4. Budgeting:

- ▶ Manage the annual budget for community liaison activities
- ▶ Manage and control the budget for community funding
- ▶ Manage and control the budget for other communication activities

Knowledge, Qualifications and experience:

- ▶ Qualification Educated to degree level;
- ▶ Experience of partnership working preferably in the public sector;
- ▶ Significant experience of public relations and communications, preferably in a waste related field
- ▶ Good understanding of the wider waste education and minimisation agenda;
- ▶ Excellent communications skills, able to communicate at all levels;
- ▶ Budget management experience.

Supervisor

Holder of the position

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Date, Signature

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Date, Signature