
Our vision

Our vision is of a future without waste, where the way we make, consume and dispose of stuff actively tackles the climate crisis and protects our planet.

45% of damaging greenhouse gas emissions come from the global management of land and the production of goods and food. These consumption-based emissions are hard to tackle and require a transformational change in how we make, consume and dispose of 'stuff' – they require a global shift to a circular economy.

Our mission

We will make London a global leader in sustainable ways to live, work and prosper, by revolutionising our relationship with stuff and helping London waste less and reuse, repair, share and recycle more.

About ReLondon

ReLondon was established in 2008 as the London Waste and Recycling Board, to improve waste and resource management in the capital and accelerate our transition to a low carbon circular city. Our mission is to make London a global leader in sustainable ways to live, work and prosper by revolutionising our relationship with stuff and helping London waste less and reuse, repair, share and recycle more.

Over the last sixteen years, we have helped to provide additional recycling capacity in London; helped boroughs provide efficient waste services; and, against a backdrop of declining recycling rates nationally, helped London maintain its recycling performance. ReLondon works with a multitude of individuals and organisations in London, across the UK and around the world, and has become recognised as a world leader in circular economy thinking and practice.

Since 2021 we have been evolving our funding model to diversify our funding base. This relies on creating productive partnerships with traditional funders and philanthropic bodies, government, corporates and other organisations to promote circular economy principles and thereby reduce waste, increase recycling and reduce consumption-based emissions. Our goal is to be a financially sustainable organisation that does not draw on historic reserves by 2027.

About the Business Transformation team

The Business Engagement Lead is part of the business transformation team, which since 2017 has been supporting London's small-and-medium sized businesses (SMEs) to adopt and scale circular economy business models. Our work with small businesses is a central part of ReLondon's 2020-2025 business plan with the objective of achieving the Mayor of London's aspiration for London to be a low carbon circular city.

The team supports early-stage circular economy innovators to improve their existing circular business models, as well as high street businesses to transition to a circular economy business model. To achieve this, the team delivers free-to-access advisory, training, grant-funding and matchmaking services (called ‘support packages’), thanks to funding from various funders. Find out more about our services for small businesses [on our website](#).

About the role

As one of two Business Engagement Leads in the business transformation team, you’ll be responsible for driving a pipeline of interest for our services and building relationships and a sense of community between the businesses who join the programme.

In the period to March 2025, the team will be delivering a pre-defined schedule of advisory, training and matchmaking services to meet our impact objectives. You will be responsible for promoting our services to small businesses, business networks (BIDs, business forums) and other business programmes via multiple channels, ensuring we receive sufficient, relevant applications for those support packages assigned to you. You will also act as point-of-contact, guiding businesses through a smooth customer journey.

Our network of small businesses has grown rapidly in the past few years – currently spanning 700+ London based businesses - and our vision is to create a strong network that can be leveraged across ReLondon’s activities (e.g. sector work, citizen campaigns, circular neighbourhoods). The team has identified an opportunity to improve our relationships with and understanding of businesses in our network. You will be responsible for proactively devising and/or implementing online and in-person approaches that help us foster more meaningful relationships and a stronger sense of community across our network (in particular with circular innovators). You will leverage our existing channels and platforms as well as wider ReLondon activities in other teams, where relevant.

In delivering these activities, you will be mindful of how your activities help the team meet its collective targets around number of businesses supported, positive commercial and environmental outcomes resulting from our services, and number of valued connections brokered on behalf of the community.

You will work alongside the other Business Engagement Lead in the team with allocation of responsibilities across support packages and business sectors (food, plastics & packaging).

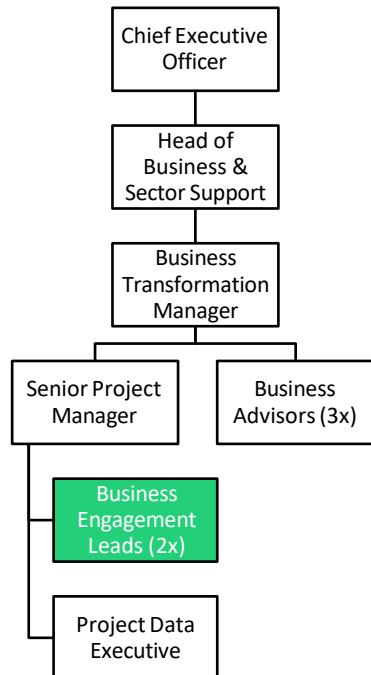
Who you are

You are a strong communicator, and mindful about creating a worthwhile experience for those working with or listening to you. You are naturally curious and enjoy learning about how things work and where challenges lie. You get personal satisfaction from making valued, relevant connections. You enjoy fostering relationships with others, whether in-person or online. You are diligent about following processes where they exist, and happy to suggest improvements where you see opportunities to do things better. You enjoy working collaboratively as part of a team, where creativity, playfulness and rigour are all encouraged. You care about ReLondon’s mission and the business and environmental benefits we are trying to create.

Key stakeholders

- Beneficiaries of our support services (SMEs)
- Business networks such as business improvement districts, business forums
- Other business support networks such as cleantech accelerators/incubators
- Colleagues across ReLondon

Position in the organisation



Tasks and responsibilities

Attracting businesses to our services

- Design and implement the approach to attract relevant SMEs to ReLondon's circular SME community, as well as specific, assigned support packages, including devising the outreach strategy and developing compelling communications collateral
- Proactively identify, build and/or sustain relationships with relevant external small-business networks and represent our business support at SME-facing events, particularly those with founders from underrepresented backgrounds
- Contribute to the team's selection process for small businesses applying for support, helping ensure that applicants are eligible for the support and that support is appropriate for their needs
- Manage the onboarding and end-to-end experience of SMEs receiving support, acting as main point of contact and verifying that information about the

business is correctly reflected on our Customer Relationship Management (CRM) software.

Reinforcing relationships with businesses in our network

- Act as point of contact for all small businesses in our community related to the food & packaging/plastics sectors – including fielding ad-hoc requests, clarification questions and effectively signposting businesses to ReLondon or other support
- Design & implement engagement activities (e.g. networking events, workshops online/in-person) to capture and respond to business needs in allocated sector(s) - work with business advisors / ReLondon colleagues as required
- Activate the content for and manage one or more communication channels with our SME community (Instagram social media account, Monthly newsletters, Circular Economy Matchmaker, jobs board)

Other duties

- Undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Carry out all tasks and allocated work within agreed timescales and budgets.

Person specification

Job related knowledge and experience

- Have a broad awareness of circular economy business models and the ability to recognise them.
- Confident using or learning various software tools e.g. design programmes, CRM, event platforms, website management systems
- A basic understanding of how small businesses work

Skills and aptitudes

- Able to craft compelling written and visual communications that will resonate with target audience, with simple/clean copy and layouts
- Able to design and organise engaging and valuable networking events
- Organised and able to successfully manage a variety of tasks to deadline (e.g. event management, applications process, social media activation, email communications), including coordinating the delivery of internal colleagues and external contractors.
- Demonstrated ability to form and sustain trusted, professional relationships with external organisations

	<ul style="list-style-type: none"> • Understand equality of opportunity, valuing diversity and the ability to translate this into action. • Able to effectively and efficiently follow processes and fulfil administrative requirements
Qualifications	No specific qualifications are required for this position.

Terms and conditions

Salary grade and band	Grade CI-6: £46,332 – £52,420 (pro-rata) New appointments will start at the lower end of the band.
Hours	Role is offered as part-time, 29.6 hours per week. Fixed term role (maternity cover) 9 months. We are open to flexible working for the right candidate(s).
Holiday allowance	30 days holiday plus bank holidays (pro-rata).
Pension contributions	Voluntary employee's contribution matched by employer up to 4% of salary.
Location	Sustainable Workspaces, 5 th Floor, County Hall, Belvedere Road, SE1 7PB. Our staff work flexibly between the office and home.
Facilities	Sustainable Workspaces is based in London's iconic County Hall - overlooking the London Eye, Big Ben and Houses of Parliament. Sustainable Workspaces boasts a south facing terrace with fantastic views, an Event Hub, collaborative rooms, café, lounge, bike storage and shower facilities.
Travel	To encourage active travel we offer a cycle to work scheme as well as bike storage and shower facilities. Interest free season ticket loans are also available.

How to apply

Please submit an up-to-date CV and covering letter (no more than 2 sides) outlining how you meet the criteria in the person specification and competencies by 10am on Monday 24th June to the [ReLondon Career](#) site.

Interviews are expected to be held in week commencing Monday 1st July.

If you have any questions about the role, please contact sarah.beaton@relondon.gov.uk.



relondon.gov.uk

Sustainable Workspaces, 5th floor, County Hall,
Belvedere Road, London SE1 7PB

ReLondon is the operating name of the London Waste and Recycling Board.