

## University of Manchester Q-Step Summer Project 2018:

### Ref: #16 UoMQStep One Manchester Evaluating Success of Recycling Pilot

For enquiries contact Prof Jackie Carter, [jackie.carter@manchester.ac.uk](mailto:jackie.carter@manchester.ac.uk) or Dr Mark Brown, [mark.brown@manchester.ac.uk](mailto:mark.brown@manchester.ac.uk), Q-Step Co-directors.

**Organisation name:** One Manchester

**Team/Department:** Transformation Team

**Address:** Lovell House, Archway 6, Hulme, Manchester, M15 5RN

**Provisional title for project:** Evaluating the Success of Waste & Recycling Pilot

#### Abstract:

One Manchester manages c.12,000 homes. A focus for 2018 is to increase recycling rates in its communities and to discourage fly tipping. A pilot scheme to address this has been developed and will be run from April and needs to be evaluated. The project will include survey analysis (surveys conducted prior to the start of the internship); review of recycling rates; research into recycling best practice. The intern will produce a report detailing the results of the pilot including recommendations. There may also be the opportunity to become involved in other aspects of the wider waste & recycling plan.

*Data sources:* Pre & post survey results; Recycling rates from MCC (pre and post pilot in the relevant areas); Recycling rates as measured by the team managing the pilot (pre and post); Number of reports of fly tipping in the pilot areas (pre and post again); Contamination reports from MCC/One Manchester.

**Key words:** Research; projects; analysis; engagement; communication; processes; adaptability; discretion; self-motivation; confidence

#### Essential and desirable skills:

**Essential:** Microsoft Office (especially Excel); experience of analysing data in Excel; good communication skills; shows initiative; good attention to detail; good time management; adaptable

**Desirable:** Visio; understands project management methodology; presentable; determined and resilient; confident in decision making.

**Where the work will be carried out:** Will be based at Lovell House, but will need to potentially visit pilot sites/repairs depot (support will be provided for this).

**Preferred selection method:** Informal interview at the university with Q-Step advisor and a member of the One Manchester Transformation team.

**Support and training offered by the organisation:**

On the job support from the 4 members of the Transformation team plus company induction. Please note there will be possible exposure to some confidential tenant information or sensitive internal company information so discretion will be required (a data protection course forms part of the company induction).

**Supporting information:**

The role will be embedded in a well established small team who will provide all support as required in a dynamic and challenging work environment providing support on business improvement/transformation activities. In the past couple of years the team has carried out a thorough review of the in house repairs service; supported the customer services team through various changes; helped to deliver corporate projects; written the company's VfM self assessment yearly amongst many other pieces of work.

**Financial assistance offered by the organisation:**

Transportation costs within work time will be covered.