

Position Description



POSITION TITLE:	Coordinator Waste Services & Resource Efficiency
POSITION NO:	3013
DIRECTORATE:	Planning & Environment Services
DEPARTMENT:	City Sustainability
SECTION:	Waste Services
CLASSIFICATION:	Band 8
LOCATION:	Town Hall Civic Precinct, Footscray
DATE:	December 2024

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager City Sustainability
Supervises:	Waste Projects Officer Waste Administration Officer Waste Services Contract Officer (temp)
Internal Liaisons:	Manager City Sustainability, Coordinator Environmental Sustainability, Finance, Commercial Services, Customer Service, Amenity, Local Laws, Communications and all Council units and employees as necessary.
External Liaisons:	Community groups, regional and sector-relevant collaborative networks, relevant Victorian Government departments, VicRoads, EPA, Contractors, consultants, other councils, suppliers and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

- Lead the development, implementation and management of waste management and circular economy policies, strategies and plans to position Council to pursue and demonstrate leadership in resource recovery, waste avoidance & management outcomes and supporting a climate resilient and environmentally sustainable local economy
- Provide strategic and operational management of Council's waste services including management of staff, contracts and systems to deliver effective diversion, collection, disposal services and sustainable re-use of resource streams.
- Lead and develop the team to foster a culture of collaboration, customer service focus, continuous improvement and positive engagement

Position Description



DUTIES AND RESPONSIBILITIES

- Undertake necessary service planning, service reviews and reporting to ensure Council's legislative requirements are met
- Lead and support the Waste Services unit to achieve the reduction of waste to landfill and contamination across the various waste streams using data and developing programs that influence, educate and implement positive behavioural change.
- Lead the development, implementation and monitoring of waste management and circular economy strategies, policies and guidelines as required to strive towards achieving the best possible outcomes in resource efficiency
- Coordinate and support the Waste Services unit to:
 - Manage, monitor and improve the contracted waste services for Maribyrnong City Council including refuse, recycling, green waste and glass collections, at call hard and green waste collection, disposal including landfill and resource recovery contracts.
 - Investigate complaints regarding the waste contracted services and undertake regular financial and performance monitoring for waste collection
 - Provide a high level of customer service to Maribyrnong residents in relation to waste collection services
- Lead strategic thinking in relation to recycling & waste services; including leading service reviews and special projects with cross-department collaboration.
- Oversee waste management responses and guidance to internal planning application referrals with regards to Waste Management Plans and other planning/development related matters as required and with a continuous improvement focus
- Work collaboratively across the organisation to lead and support integration of circular economy and resource efficiency elements in Council projects and programs (e.g. utilising processed recycling streams in Council projects or supporting local businesses to pursue circular practices)
- Foster a client focused and customer first approach and promote excellence in customer service including setting performance goals and reviewing service performance to strengthen Council's reputation and stakeholder perception
- Maintain a strong knowledge of waste legislation and abide by all legislative requirements, organisational policies, procedures, guidelines, as well as operating within delegated authority.
- Maintain high quality data and records to inform continuous improvement, performance management and reporting
- Proactively identifying and securing external funding, where available, to support the unit's objectives
- Participate actively and maintain strong relationships through relevant networks, collaborative partnerships to inform Council's work, leverage opportunities, learn and provide leadership
- Provide high quality advice, both written and orally, to the Manager City Sustainability, Council, other departments and the community for the service area.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

Position Description



- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Management/coordination of team and resources to meet operational and strategic requirements.
- Development and interpretation of policy within the context and delegations of the role.
- Achievement of the team's goals within agreed budgetary, time and quality constraints.
- Freedom to act is governed by policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and adherence to budget.
- Decisions and actions may have an effect on public perception of the wider organisation.
- Adopt a proactive risk management approach to all Council activities that the position is responsible for and ensure that risks are identified, quantified, and controlled.
- Identify and implement mechanisms to ensure Council's governance and legislative obligations are met.

JUDGEMENT AND DECISION MAKING

- Ability to make decisions regarding policies, procedures and matters under the role's responsibility, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.
- Strategic thinking, with ability to recognise problems and use initiative to identify and implement solutions within a wide unspecified range of options.
- Contribution to the development and adaptation of relevant policies, procedures and recognised standards.
- Ability to promptly respond to changed circumstances and make sound decisions to ensure the ongoing and efficient functioning of the team.
- Well developed quantitative skills in order to judge the implications or magnitude of a specific project, for budget/ decision making and assessing risk
- Exercise discretion and confidentiality as required.

SPECIALIST SKILLS AND KNOWLEDGE

- Provision of expert advice within the context and delegation of the role, particularly recycling and waste management operations.
- Well-developed financial skills including budget formulation and monitoring.
- Ability to develop and produce comprehensive project and program reports.
- Ability to provide strategic input from the circular economy perspective into the business planning cycle.
- Ability to act as an internal consultant to all areas in the organisation within the area expertise.
- Highly developed analytical and investigative skills
- A thorough understanding of long term goals of Council, particularly in regards to circular economy and resource recovery, and of the legal, socio-economic and political context of the municipality.

Position Description



MANAGEMENT SKILLS

- Ability to set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team and organisational objectives within a set timeframe, despite conflicting pressures.
- Leadership and supervision of large numbers of employees or tertiary qualified employees with extensive experience.
- Strong leadership, supervisory and motivational skills to support own team and other employees and provide on the job training and guidance.
- Performance management of team including the completion of quality audits to determine organisational need and opportunities for employee development.
- Responsible for compliance with the employers and employee's duty of care with respect to Occupational Health and Safety legislation and risk management requirements
- Ability to effectively apply and embody personnel policies and procedures including Equal Employment Opportunity and Occupations Health and Safety, Recruitment, L&D etc.
- Understanding and effective dissemination to the team of their long term goals and their alignment with Council's objectives.
- Ability to be flexible and responsive to meet the changing priorities of the organisation and the community.

INTERPERSONAL SKILLS

- Ability to persuade, negotiate, gain cooperation and assistance from employees, management, clients, members of the public and other organisations to achieve defined objectives.
- Strong ability to lead, motivate and develop other members of staff.
- Ability to discuss and resolve issues with all levels of staff.
- Ability to negotiate with counterparts in other units or organisations to discuss and resolve problems.
- Excellent communication skills and the ability to write and present reports on complex matters.

QUALIFICATIONS AND EXPERIENCE

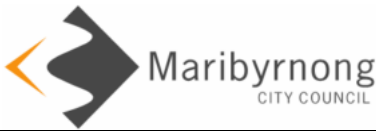
Mandatory:

- Post-Graduate qualifications in a relevant field and relevant experience or tertiary qualifications with extensive relevant experience.
- Demonstrated experience in leading a team to achieve high performance outcomes with coaching skills to develop team capabilities, team cohesion and the ability to effectively manage conflict and under performance.
- Demonstrated knowledge and application of waste management principles and practices necessary to strategically manage the waste generated within the City
- Highly developed analytical and lateral thinking skills and the ability to take the initiative, drive changes and implement innovations
- Experience in services or contract management of a similar nature
- Current Victorian Drivers Licence

Desirable:

- Experience within a local government or similar highly regulated organisation
- Major change or major project delivery and management experience
- Strong knowledge of at least one of the following:
 - Circular economy principles
 - Similar customer facing service functions in local government
 - Environmental issues in local government
 - Waste and recycling sector emerging technologies and opportunities

Position Description



KEY SELECTION CRITERIA

- Mandatory qualifications and experience as listed above.
- Demonstrated strong leadership skills with the ability to support and motivate staff, including through change.
- Ability to persuade, negotiate, gain cooperation and assistance from employees, management, clients, members of the public and other organisations to achieve defined objectives
- Demonstrated knowledge of circular economy and/or resource recovery
- Service improvement and operational contract management experience

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council’s Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: