

# Nillumbik Shire Council Position Description

## Our Vision, Values and Customer First Commitments

The way we work together and provide services to the Nillumbik community is guided by a culture reflected in Nillumbik’s vision and values. All employees are expected to embrace our vision and make a genuine commitment and contribution to the organisation’s values and customer first commitments. Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace.

Community is at the heart of the Shire of Nillumbik. We work to keep our community engaged, connected, active and supported in a healthy, safe and sustainable environment. The Community Vision – Nillumbik 2040 captures the essence of what is most valued about our community and our Shire. Our Vision is centred on the themes of: Our People, Our Place, Our Future and Our Council.

## Nillumbik’s values

- Respect 

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- Integrity 

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- Collaboration 

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- Adaptability 

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- Community 

## Our Customer First Commitments

1. Empathetic

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2. Consistent

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3. Effective

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4. Simple



Our Customer First Commitments represent our efforts, thinking and aspirations to deliver a great experience to our customers both internally and externally.

Our Customer First Commitments	What this means to us
<b>Empathy</b>	We listen, understand and respect our customers
<b>Consistent</b>	We provide accurate, timely and transparent information
<b>Effective</b>	We focus on quality processes and outcomes
<b>Simple</b>	Our processes, documentation and information are easy to obtain and follow

## Nillumbik Shire Council Position Description

<b>Position Title:</b>	Waste Operations Services Officer
<b>Position Number:</b>	0521
<b>Classification:</b>	Band 5
<b>Tenure:</b>	Full Time Permanent
<b>Directorate:</b>	Operations
<b>Department and Unit:</b>	Waste
<b>Reports To (Title):</b>	Coordinator
<b>PD approved by (Manager or Director Title):</b>	Manager Operations Centre
<b>Date approved by Manager or Director:</b>	June 2025
<b>Date approved by HR:</b>	June 2025

### 1. Position Purpose

Sitting within the Operations Directorate, the Operations Centre Department is responsible for the management and achievement of quality outcomes in relation to Council's roads, footpaths and drainage, open space, projects, fleet management and maintenance and waste services.

### 2. Position Objectives

The Waste Operations Services Officer delivers on-site a range of day to day waste operational tasks, various administrative tasks and project support objectives for the Unit, including:

- Administration and triaging services
- Day to day waste operational support for the team
- Project support and assistance with the various waste operations teams
- Reporting and continuous improvement initiatives
- Supporting the delivery of Unit events, programs and community consultation activities.
- Assisting the Waste operations Coordinator
- Supporting the Recycle centre team and Street litter crew and other waste operations teams (Rapid Response and Township cleaning)

### 3. Key Result Areas

#### 3.1 Administration Services

- Provide a high standard of administration support to the unit/department.
- Update content on Council's intranet and website relating to Council's Operations Centre and Waste Operations team
- Support the administration of organisation-wide systems e.g. Fleet Mex, Smartrak, Fleetmax Pro, Aurion, Pathway and other operational systems for the waste operations team
- Triage external customer enquiries received from Customer Experience and or internal stakeholders and refer to the most appropriate officer in the Unit.
- Support the Coordinator and Team Leads/(ers) with prioritising external customer requests.
- Prepare internal/external correspondence on behalf of the Unit.
- Process payments and invoices, using JDE and Invoice Manager.
- Assist with reporting and stats required for the team on a regular basis
- Ordering and maintaining of supplies for the Operational waste team
- Assist and support the Recycle Centre team where required with POS tasks

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### **3.2 Provide Project Support**

- Deliver minor projects and support the delivery of medium-large scale projects as identified in the Unit Business Plan.
- Support the Coordinator in the development and review of policies, procedures and strategies.
- Assist in the development and the provision of training and engaging of contractors.
- Undertake research and benchmarking exercises to support the outcomes of the Unit.
- Assist the Waste Operation Coordinator where required with project and team support
- Assist and support the Recycle Centre team where required and/or leave taken support

### **3.3 Continuous improvement**

- Collect quality data and metrics to assist with auditing and reporting, and use feedback to assist in the identification of improvements opportunities.
- Contribute to the development of strategies relating to the collection and interpretation of statistical information to help establish and attain KPI requirements.
- Ensure business processes and procedures are updated and available for team members.
- Take responsibility and use initiative to source information, assistance and advice on issues or enquires requiring resolution. Ensure all information sources are documented on knowledge bases and corporate systems.
- Become a champion in the use of software systems, processes and procedures - providing support, maintenance, training, and advice to staff.
- Encourage an environment where innovation, continuous improvement and achievement are emphasised and rewarded.
- Continually strive for innovative approaches to the role, and identify systems and programs that will support smart and efficient business operations.
- Promote and encourage flexibility and efficient collaboration throughout the organisation by supporting and addressing or referring opportunities and challenges facing the organisation.
- Contribute to the development and review of procedures to ensure continuous improvement and support implementation as required.
- Assist with ensuring licence and trainings are up to date and as required by the Waste operations team, and support the team in computer related tasks where required

### **3.4 Events, programs and community consultation support**

- Develop and monitor the annual waste operational business calendar including scheduling, bookings of events and important tasks relevant to the Waste operational team
- Support the Department and Unit with planning and delivering community engagement activities and internal/external events.
- Support the waste operational team in outdoor related tasks, relevant to support the business plan and operations

### **3.5 Customer service and relationships**

- Ensure that Council's objective of customer service excellence is reflected in day-to-day operations by providing responsive, timely and high quality follow-up to enquiries, service requests and complaints from all customers.
- Establish working relationships that support a collaborative working environment.
- Fosters and builds relationships at all levels throughout the organisation.

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- Contribute to a positive workplace by communicating with and respecting colleagues and participating in team meetings, workshops and events.
- Assist with the workshop team for bookings of services, plant maintenance requirements

### **3.6 People, culture, safety, health and wellbeing**

- Demonstrate organisational values and actions that align with the organisation's expectations and vision.
- Ensure compliance with Council policies, procedures and legislative requirements in the areas of human resources, occupational health and safety, equal opportunity, anti-discrimination and other industrial instruments.
- Create, maintain and foster a safe work environment at all times and perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.
- Respond in the event of a disaster as per assigned key duties and responsibilities documented in Council's Emergency Management arrangements and Business Continuity Plan.

### **3.7 Financial administration**

- Provide effective financial administration and compliance to Council's Procurement Policy and Procedural Guidelines, undertaking preparation, management, and reporting of any allocated budget and maximising the financial benefit of all allocations.

### **3.8 Legal Compliance**

- Maintains an awareness of and adheres to relevant Acts, Regulations, Council policies and procedures relevant to the duties undertaken, including:
  - Equal Employment Opportunity, supporting equity and fairness
  - Occupational Health and Safety, supporting a safe workplace
  - Risk Management, reducing the opportunity for fraud
  - Emergency Management, Business Continuity to support ongoing service delivery
  - Privacy, Confidentiality and Conflict of Interest maintaining the integrity of Council

## **4 Job Characteristics**

### **4.1 Accountability and extent of authority**

Reporting to the Coordinator, this position is accountable for:

- Provision of a broad range of administrative, project support, day to day tasks and research activities
- Triaging internal and external customer/stakeholders requests and to seek guidance and support from specialist members of the team to resolve complex issues
- Daily operations of the Unit's purchase orders, invoice management and liaising with the Coordinator or the Finance Unit to resolve any issues
- Gathering, collating, analysing information and statistical data to assist in the identification of improvement opportunities
- Providing support to the Coordinator and operation waste team members.
- Being able to work autonomously as well as in a team environment and show initiative

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### **4.2 Judgement and decision making**

- Make on-the-spot judgements about handling Unit-specific service matters, including those that may not have procedures and guidelines available and that present sensitive and/or difficult issues.
- Utilising processes, procedures and knowledge or experience, make decisions about the most appropriate method to achieve a desired outcome.
- Guidance and support will usually be available to support decision-making.

### **4.3 Qualifications**

- Degree or diploma qualified in Business, Project Management, or related discipline; or a certificate qualification in Business Administration with experience in an administration and project support. Also desirable but not a must:- backhoe licence, forklift licence, medium/heavy rigid truck licence, for potential outdoor tasks.

### **4.4 Experience**

- Previous experience working in a busy support function with competing demands.
- Experience in preparing internal/external correspondence.
- Demonstrated experience in planning and project support.
- Demonstrated experience with data collation.
- Experience in maintaining content on internal and external website pages.
- Financial administration experience.
- Previous experience using corporate systems such as Pathway, FleetMex, Content Manager, JDE and Elumina.
- Experience in multitasking and being adaptable to a constantly changing often reactive environment

### **4.5 Specialist Skills and Knowledge**

- Intermediate computer skills and also knowledge in Microsoft Office suite.
- Intermediate administrative skills.
- Knowledge of project management principles and practices.
- The ability to undertake research and present data and recommendations.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations, and precedents
- Understanding of the long term goals of the Directorate and an appreciation of the roles, functions, and goals of the wider organisation.

### **4.6 Management Skills**

- Ability to manage, plan and organise own work to deliver within agreed timelines.
- Sound time management skills, planning, setting priorities and organising own work to achieve required outcomes, often in an environment of conflicting demands
- The ability to work independently and as an active member of a team.
- Ability to adapt successfully to changing situations, environments and technology.

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### 4.7 Interpersonal Skills

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community (Mandatory)
- Highly developed oral and written communication skills and excellent interpersonal skills.
- Analytical skills to review relevant reports and data and identify opportunities for improvement.
- Intermediate computer skills especially in the Microsoft Office suite, OH&S systems, financial systems
- Sound judgement, problem solving and decision-making skills.
- Ability to discuss and resolve problems.
- Highly developed emotional intelligence.

### 5. Physical Requirements

Posture	<ul style="list-style-type: none"> <li>• Sitting at a desk, work station or in meeting rooms</li> <li>• Driving a vehicle to other locations, as required</li> <li>• Standing and bending</li> <li>• Walking on uneven surfaces</li> </ul>
Upper Limb / Body	<ul style="list-style-type: none"> <li>• Lifting and lowering materials, e.g. getting materials from shelves, putting material in and out of a vehicle</li> <li>• Some handwriting</li> <li>• Some sustained neck flexion may be required when reading documents</li> </ul>
Trunk	<ul style="list-style-type: none"> <li>• Some twisting, e.g. access desk drawers, collecting water bugs from the dam</li> <li>• Carrying items, e.g. materials for the program</li> <li>• Bending below the knee</li> </ul>
Work Environment	<ul style="list-style-type: none"> <li>• Outdoor in varying temperatures in line with Council Heat and UV procedures</li> <li>• Wearing required uniform and task specific safety wear</li> <li>• Indoor air conditioned offices with carpeted floors</li> <li>• Adjustable work station</li> <li>• Adjustable chair provided</li> </ul>
Weights	<ul style="list-style-type: none"> <li>• Lifting weights up to approximately two reams of A4 paper</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Interacting with internal and external customers</li> <li>• Simultaneously talking on the telephone and writing down notes</li> <li>• Climbing of stairs between levels (shire office also has a lift available) or to get in or out of workplace.</li> </ul>

### 6. Key Selection Criteria

- Demonstrates behaviours in line with Council's Values with working with others including colleagues and the community – Respect, Integrity, Collaboration, Adaptability, Community.
- Demonstrated team player, and can show initiative and work autonomously as well
- Customer focused and team focused
- Highly developed oral and written communication skills and excellent interpersonal skills.
- Ability to meet the physical requirements of the position.
- Having pride and passion in what you do and achieve

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## 7. Other relevant information

- This position requires a pre-employment police check. This check will be organised by Nillumbik Shire Council as part of the recruitment process. Permission will be sought prior to this check being undertaken.
- This position requires a pre-existing injury and medical declaration form. This form will be provided to you for completion by Nillumbik Shire Council as part of the recruitment process.
- This position requires a pre-employment medical check which will be organised by Nillumbik Shire Council as part of the recruitment process.
- This position requires a Working with Children Check. The successful applicant must provide a copy of their WWC Check Card to Nillumbik Shire Council prior to commencement for placement on their Personnel File, and notify the Department of Justice within 21 days of commencement of employment with Nillumbik Shire Council.
- The incumbent may be required to work on weekends and evenings dependant on the requirements of programs, projects and community consultations.

## 8. Recruitment information

Nillumbik Shire Council is committed to equal employment opportunity and encourages applications from people with disability, First Nations people and gender diverse people. Applicants will be considered based on merit as per relevant skills, qualifications, and experience. We are committed to providing a safe working environment that embraces and values child safety, diversity and inclusion. . Nillumbik Shire Council prides itself on being a child safe organisation and has zero tolerance for child abuse.

Applicants must have, and provide proof of, the legal right to work in Australia.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements. Applications close 10pm (AEDT), Tuesday 1 July 2025. Apply Now!

## 9. Application information

To obtain any additional information regarding this position, please contact **Sarah Alexander**, Waste Operations Coordinator, during business hours on (03) 9433 3315/ 0447 739 546 if you have any questions.

Nillumbik Shire Council is committed to making reasonable adjustments to provide a positive, barrier-free and supportive workplace. With one in five Australians identifying as having a disability, Council is committed to providing the best possible experience for everyone, regardless of their ability. This position description can be provided in an alternative format, by request. Applicants being offered an interview with Council are encouraged to advise if any adjustments are required to support them during the interview process. If you need any support or reasonable adjustments at any stage during the recruitment process, please contact Human Resources at [hmail@nillumbik.vic.gov.au](mailto:hmail@nillumbik.vic.gov.au).