

POSITION DESCRIPTION

POSITION: Team Leader Waste Facility Operations	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Waste Services	REPORTS TO: Section Leader Waste Services
GRADE: I	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 35	POSITION No.: 1226
DATE: August 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our City Infrastructure Directorate is responsible for planning, designing, delivering, operating and maintaining transport, open space, water and waste infrastructure for our local government area and delivering civil construction projects for clients.

THE GROUP/SECTION

Our Water and Waste Services Group is responsible for planning, delivering, operating and maintaining the City's water, wastewater facilities and networks and waste management and resource recovery facilities.

POSITION OBJECTIVES

- This role is accountable for the safe, compliant and efficient day-to-day operation of the City's waste management facilities and staff. The position focuses on operational delivery, workforce leadership, contractor supervision and implementation of approved waste strategies and systems
- This includes a strong focus on the safety for both the community who are using the sites, as well as staff and contractors operating the facilities, through effective site controls, traffic and risk management, safe systems of work, and continuous improvement. The role also oversees operational activities, plant and equipment, and the implementation of facility management systems, procedures, and environmental controls and monitoring.
- This position will assist with the development, review, implementation and delivery of strategies, policies and plans that will achieve waste management outcomes to meet the City of Coffs Harbour's objectives and performance criteria whilst demonstrating a commitment to The City's core values, comply with the Code of Conduct and promote the image of The City as an efficient and professional organisation.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

Support the leadership and management by:

- Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
- Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
- Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
- Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
- Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Oversee the operation, maintenance and improvement of site facilities, plant and equipment (excluding leased sites), ensuring assets are managed safely, efficiently and in accordance with legislative and operational requirements.
- Coordinate operational and capital works at landfill, resource recovery and transfer station sites, working with relevant City branches as required and ensuring compliance with Environment Protection Licence requirements and approved budgets.
- Oversee weighbridge operations and transfer station supervision, ensuring effective processes, accurate data management and continuous improvement.
- Supervise landfill and transfer station staff and contractors to ensure efficient operations and compliance with operational procedures, budgets, safety and legislative requirements.
- Recruit, train, mentor and develop landfill employees and contractors to build capability and support safe, effective operations.
- Manage employee and contractor matters for landfill and transfer station operations, with support from the Section Leader Waste Services as required.
- Foster a positive image of the City of Coffs Harbour and Waste Services through professional conduct and adherence to the Code of Conduct in all interactions.
- Perform on-call duties as required to support operational continuity and incident response.
- Provide environmental, safety and regulatory governance for landfill and transfer station operations, including compliance with Environment Protection Licence obligations, Environmental Management Systems and Work Health and Safety Management Systems.
- Monitor landfill and transfer station operations against Environmental Management System requirements, licence conditions, Management Plans and Operational Plans, and address any compliance or performance issues.
- Act as the primary liaison between the City and contractors for day-to-day contract management and operational matters.
- Oversee the acceptance, handling and management of a range of waste streams, including but not limited to asbestos, Community Recycling Centre materials, e-waste, metals, mattresses, vacuum excavation waste and deceased animals.
- Arrange the processing, reuse and appropriate disposal of recoverable materials in accordance with best practice and contractual arrangements.
- Implement waste service functions, including reviewing and approving waste accounts, returns and operational reports, and providing accurate weighbridge data to contractors, internal stakeholders and regulators.
- Contribute to strategic waste management decisions in collaboration with the Section Leader Waste Services.
- Assist with research, reporting and the development of projects or initiatives to address evolving waste management priorities.
- Manage waste-related projects, including budget control, project management and project acquittal.
- Assist the Section Leader Waste Services to develop long-term waste and resource recovery strategies aligned with the City's objectives.
- Provide timely and accurate management and statutory reports to the Section Leader Waste Services and act as a communication link between operational teams, contractors and internal stakeholders.
- Develop and maintain effective partnerships and communication with internal work groups, customers, community members, government agencies, NGOs and businesses to support waste programs and initiatives.
- Undertake specialist projects and provide support to team members as required.

KEY RELATIONSHIPS

Internal

- Executive Leadership team of the City
- Group Leader Water and Waste Services and Section Leader Waste Services
- Team Leader Programs and Services and Waste Technical Staff
- Landfill Supervisor, Leading Hands and Operators
- Other City of Coffs Harbour staff

External

- Contractors/Consultants
- Residents and Community Groups
- Government Authorities (EPA, etc)

OTHER POSITION REQUIREMENTS

- Based on a 35 hour week, the ordinary hours of work will generally be between 06:00 and 19:00 Monday to Friday. Actual start and finish times within this span will be arranged with your People Leader. Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times;
 - Weekdays outside of 06:00 to 19:00 – 20%
 - Saturdays – 25%
 - Sundays – 50%.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - Level 2 Adverse Working Conditions Allowance (applicable hourly rate to be applied via timesheet).
- In accordance with the City's Vehicle and Plant Use Procedure you may be eligible for a vehicle under Council's Take Home provision whilst you are in this position.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at the Englands Road Waste Management Facility, 31a Englands Road, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working indoor and/or outdoor, along with computer work. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Tertiary Qualifications in Civil Engineering, Waste Management or other related discipline and/or equivalent extensive experience
- Significant demonstrated experience in a direct or related field, including managing a team of employees and contractors
- National Construction Induction certification (White Card)
- Current Manage First Aid in the Workplace Certificate or higher
- Class C driver's licence
- Experience in leadership and supervision of employees

Desirable:

- Demonstrated experience managing civil operations and associated plant equipment.

CAPABILITIES

- Demonstrated understanding of waste facility operations, including landfill, transfer station and resource recovery activities, and the ability to oversee operations in complex, high-risk environments.
- Sound working knowledge of the regulatory and compliance environment relevant to waste facilities, including Environment Protection Licence requirements, Environmental Management Systems and Work Health and Safety legislation, with the ability to apply these in operational decision-making.
- Demonstrated capability to lead and coordinate operational teams and contractors, including setting priorities, managing performance and reinforcing safety, compliance and service standards.
- Ability to identify, assess and manage operational risks, respond to incidents and implement corrective actions to maintain safe, compliant and efficient service delivery.
- Demonstrated capability in contractor and service delivery oversight, including monitoring performance, resolving issues and ensuring contractual and operational requirements are met.
- Ability to coordinate operational and capital works activities across waste facilities, balancing safety, service continuity, compliance and budget considerations.
- Strong interpersonal and communication skills, with the ability to provide clear direction, influence outcomes and maintain effective working relationships with staff, contractors and internal stakeholders.
- Demonstrated capability to analyse operational performance information and data, identify trends or issues and contribute to continuous improvement initiatives.
- Ability to prepare clear, accurate operational reports and provide timely advice to senior leaders to support decision-making.
- Demonstrated capacity to work collaboratively as part of the Waste Services leadership team, supporting broader service objectives while maintaining accountability for operational delivery.

Position Demands Analysis

Team Leader Waste Facility Operations

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
<i>All Lifting to be undertaken using effective risk based manual handling techniques.</i>					
Sedentary work lifting 0 - 4.5kg	1	Elevating arms above shoulder height	1	Climbing to access / exit excavations	1
Light work lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	0
Medium work lifting 9.1 - 22.7kg	1	Sitting for extended periods	1	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	1	Balancing	0
Repetitive Lifting	1	Walking for extended periods	1	Hearing above background noise	1
Pulling Loads > 5kg	1	Walking on uneven ground	1	Depth perception	0
Pushing loads > 5kg	1	Frequent bending / stooping	1	Colour vision	0
Lifting with trunk twisting	1	Shovelling / digging	1	Fine manipulation	2
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	3
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	2		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	2			Odours / Mists / Fumes	2
Liquids	1			Possible exposure to sharps	1
Herbicide spraying	0			Possible exposure to Q Fever	1
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	1
Working with solvents	1			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	2	Slippery surfaces	1
Outside work	2	Operating machinery	1	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	1
Working alone	2	Working at heights	0	Use of computer for screen-based activities	2
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged driving periods > 2hrs	1
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	2	Fatigue	1	Violence / aggression from animals / wildlife	0