

POSITION DESCRIPTION

POSITION: Waste Officer	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Waste Services	REPORTS TO: Team Leader Waste Programs & Services
GRADE: I	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 35	POSITION No.: 635, 1097
DATE: October 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

- Ensure Waste Services operate in accordance with regulatory and licence requirements, adopting best practices across facilities and systems.
- Assist in the development and review of strategies and policies that support the objectives and performance criteria of Waste Services.
- Support the implementation and delivery of these strategies and policies to ensure alignment with the Coffs Harbour 2030 Community Strategic Plan.

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

- Provide high-quality professional advice to Team Leader, Section Leader and City Staff on Waste Services policy, operations, and legislative requirements to support informed decision making across Waste Services.
- Support the City's compliance with statutory obligations, including the Environment Protection Licence and other relevant legislation, through environmental monitoring (including monitoring of leachate, stormwater, groundwater, air quality, and landfill gas), inspections, data collection, record keeping and reporting across landfill, transfer station and resource recovery operations.
- Contribute to strategic waste management planning, policy development, business improvement and service innovation through research, analysis of emerging issues and the development of new initiatives and projects in partnership with waste services leadership.
- Develop, review and maintain waste management plans, management systems, procedures and operational documentation to support safe, compliant and effective service delivery
- Assist with budget preparation, fee and charge development, review of waste accounts and reports, and support operational planning, performance monitoring and statutory reporting requirements
- Support procurement, contract administration, contractor and internal service performance to ensure compliance with contractual obligations, Environmental Management Systems, licence conditions and agreed service standards.
- Conduct audits, inspections and service reviews across waste operations, contracts and facilities, and coordinate the investigation and resolution of identified issues and opportunities for improvement
- Maintain accurate operational records and prepare technical reports, correspondence and statutory reporting, including waste levy and operational data reporting requirements.
- Build and maintain effective relationships with internal stakeholders, contractors, government agencies, industry and the community to support the delivery of waste management initiatives.
- Support the implementation and ongoing improvement of the City's waste service functions, ensuring operational efficiency, environmental compliance, and alignment with best practice.
- Assess waste management components of development applications and provide technical advice, recommendations and reporting to support the development assessment process.
- Identify, assess and manage risks associated with waste services, implementing appropriate mitigation and control strategies to support safe, compliant and effective service delivery.
- Support stakeholder and community engagement activities, including events, presentations and campaigns that support waste services and resource recovery objectives.
- Undertake research and report upon newly evolving waste management priorities, emerging technologies and operational efficiency initiatives and devising new projects, programs and initiatives.
- Contribute to the design, implementation and evaluation of waste education and behaviour change initiatives that promote waste avoidance, resource recovery and environmental sustainability.
- Provide accurate, timely reporting and act as an effective communication link between Waste Services, contractors, regulatory bodies and internal stakeholders.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Executive Leadership team of the City
- Group Leader Water and Waste Services and Section Leader Waste Services
- Waste Services Staff
- Section and Team Leaders within other departments serviced by Waste Services
- Other City of Coffs Harbour staff

External

- Government Authorities
- Midwaste / Coffs Coast Waste Service member councils and organisations

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.
- 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:
 - On-Call Allowance
- 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 Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Degree in Environmental Management, Environmental Engineering, Environmental Science, or equivalent.
- National Construction Induction Certification (Whitecard)
- Class C driver's licence.
- Demonstrated experience of contract / project management including managing grant funded projects and financial management.

Desirable

- Demonstrated experience in a similar or related environment

CAPABILITIES

- Capability to develop and implement strategic project management approaches, business systems, processes.
- Understanding of the regulatory environment including its practical application relevant to the position.
- Ability and skill to liaise with a broad range of stakeholders to achieve targeted outcomes.
- Capability to work independently or in teams to solve problems and independently manage multiple projects, studies and consultants to achieve innovative outcomes.
- Demonstrated proficient keyboard and computer literacy skills
- Knowledge and understanding of Work Health & Safety Legislation
- Demonstrated interpersonal, oral and written communication skills.

Position Demands Analysis

Waste Officer

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