



# Position Description – Waste Management Officer

<b>Position:</b>	<b>Waste Management Officer</b>
<b>Band:</b>	<b>Band 6</b>
<b>Position Number:</b>	<b>10025</b>
<b>Business Unit:</b>	<b>Infrastructure Delivery and Environment</b>
<b>Directorate:</b>	<b>Community Infrastructure</b>

<b>Name of Occupant</b>	Vacant
<b>Date Approved</b>	8 January 2021
<b>Approved By</b>	Manager Infrastructure Delivery and Environment

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## Position Objective

To manage the provision of waste services including the kerbside bin collections, green waste processing, waste disposal, hard waste collections and transfer station operations.

## Key Responsibility Areas

The following are the key responsibility areas for the position:

- Contract administration and management of waste services to maintain continuous service provision for kerbside collections and transport, recycling processing, green waste processing, waste disposal, on-call hard waste collections and transfer station management. This will include the monitoring of all contractors to ensure compliance with the contract specifications and any related legislation, organising and facilitating contract review meetings, making recommendations about potential efficiencies across the contracts, assisting with procurement and contract extension processes, contingency planning for alternative methods of waste service provision and complex problem solving to negotiate positive outcomes to ensure technical, regulatory and contractual compliance.
- Financial management of Council's waste services. This will include the preparation of purchase orders, reconciliation of waste services claims, maintenance of waste databases for record keeping and trend analysis, monthly budget monitoring, end of year and future year budget forecasting, operating budget bids, undertaking the annual review of waste fees and charges as well as preparing grant applications for relevant external funding opportunities.
- Corporate and statutory reporting on Council's waste services. This will include the preparation of Council reports.
- Customer service for the provision of Council's waste services (noting that the waste service contractors provide the primary customer service). This includes responding to resident enquiries in a

timely manner on waste services, addressing littering and illegal dumping through Council's Customer Response Management System, administering waste diversion programs like the worm farm and compost bin rebates, maintaining the related web pages on waste services and the review, printing and distribution of Council's Waste Booklet.

- Fostering productive working relationships with contractors, clients, internal and external stakeholders, professional groups, government departments and authorities to facilitate the delivery of waste services. This includes assistance to deliver waste education initiatives as well as advertising/marketing campaigns for the services being provided.
- General activities related to the provision of waste services. These include remaining up to date with legislative changes that may impact on Council's waste management responsibilities, providing representation at meetings and regional forums of Resource Recovery Gippsland and other waste industry bodies, providing input into the development and implementation of waste related policies, strategies and plans, problem solving related to OHS or environmental matters and record keeping using the electronic document management system.
- Contributing towards the continuous improvement of the Infrastructure Delivery and Environment business unit. This will include active participation in business improvement discussions and delivering assigned activities from the annual business plan.

All other duties and additional tasks as directed, within the skills and abilities of a position at this level.

## Organisational Relationships

Reports to:	Coordinator Environment and Resource recovery
Supervises:	Contractors
Internal Liaisons:	All Council staff
External Liaisons:	Residents, ratepayers, contractors and suppliers, Resource Recovery Gippsland and other public authorities as required, community groups, clubs and associations.

## Commitment to Culture

Baw Baw Shire Council is committed to creating a culture first environment that actively promotes and demonstrates above the line behaviours.

We will strive to be:

**Optimistic** – about our organisation's future and our ability to deliver quality services and projects to benefit our community.

**Pragmatic** – by resolving issues and making the best possible use of our time, effort and resources.

**Respectful** – of ourselves, our Council and of the diverse views and perspectives of our community.

**Supportive** – by valuing our team members, empowering them to be successful in their roles and investing in their growth and development.

**Authentic** – by undertaking our work in an open, honest and transparent manner.

## Commitment to Safety

Baw Baw Shire Council has made a committed to increasing our safety performance. A high performing safety culture is created by empowering all Councillors, Employees and Volunteers to be accountable to our ThinkSAFE approach.

Our expectation is that you will **Think, Stop, Assess, Foresee and Evaluate hazards and risks** in all you do to achieve our overall goal of creating a safe work environment.

## Qualifications and Experience

The qualifications and experience required for the position include:

- A degree or diploma in a relevant field (i.e. contract management, science, environment, engineering) along with practical experience, or lesser formal qualifications with substantial relevant experience.
- Contract management experience preferred.
- Waste service provision experience preferred.

## Key Selection Criteria

- Experience as outlined above.
  - Knowledge of the legal, regulatory and political environment of Local Government and waste services.
  - Excellent written and verbal communication skills.
  - An ability to develop strong working relationships that assist with negotiations and conflict resolution.
  - Ability to plan, organise, set priorities and manage time.
  - Able to work collaboratively in a motivated, high-performing team.
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## Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Responsible for efficient administration of the waste management contracts.
- Accountable for generating reports and correspondence in relation to the position.
- Accountable for the quality, effectiveness, cost and timeliness of the work under their control.
- Developing, implementing and achieving key performance indicators within the corporate plan and business plans.
- The freedom to act is governed by Council policies, objectives and budgets and a regular reporting mechanism will be required to ensure the achievement of goals and objectives.
- Contribute to emergency management activities when required.

## Judgement and decision-making

Judgement and decision-making skills required for the role include:

- Sound knowledge of waste management issues with this knowledge used to assist in the development of procedures/policies/strategies to ensure customer expectations are met quickly within the constraints of budget, Council policy and the waste management contracts.
- Solve complex problems in a demanding operating environment and contribute to strategy and policy development for the Division and Council.
- Ability to apply established techniques to new situations and recognise when these established techniques are not appropriate.
- Make decisions on all matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards. Decisions may also be outside established processes.
- Demonstrates a sound understanding of the political environment and has respect for the role of others with a commitment to democratic governance.
- Considers the natural environment in all decisions made and actions taken.

## Specialist Skills & Knowledge

The skills and knowledge required to perform the duties of the position include:

- Sound knowledge of waste management and contract administration procedures.
- The ability to quickly understand relevant organisational goals and objectives and Council policies.
- Well developed public relations skills and the ability to communicate clearly and correctly, with tact and diplomacy, to a broad range of people.
- A high level of computer literacy is required.
- An understanding of competitive business management principles, practices and contracts.
- Utilise sound financial management knowledge to maximise capital and operational deliverables while staying within budget.
- Ability to monitor and report regularly on budget and business plan performance and ensure full statutory, regulatory and policy compliance.
- Ability to maintain professional skills and knowledge through education, establishing networks, qualifications and memberships.
- Estimating waste quantities and application of correct charges.
- Substantial knowledge of relevant legislation in the waste management sector.

## Management Skills

The required management skills include:

- Skills in managing time, setting priorities and planning and organising one's own work to achieve specific and set objectives in administering defined activities.
- Progressive attitude towards the future and a strong interest in the broad role of the organisation, with capacity to model and engender positive behaviour and culture.

## Interpersonal Skills

- Ability to engage, consult and negotiate with all relevant stakeholders to advocate effectively on behalf of the organisation and resolve specialists matters.
- Ability to resolve issues and solve complex problems at a strategic and organisational level.
- Well-developed written and verbal communication skills.
- Ability to prepare reports and correspondence and assist with the review and preparation of strategies and policies.

- Ability to work independently.

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**ACCEPTED** for and on behalf of the **EMPLOYEE**

[acceptance\_status]

Acceptance of Employee

[candidate\_name]

Name of Employee

[acceptance\_date]

Date