**Position Description**

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| **Position title:** | **Offsider** |
| **Work location:** | Waratah Works Depot and Summerhill Waste Management Centre |
| **Directorate:** | Waste Services |
| **Reports to:** | Waste Collection and Systems Coordinator |
| **Direct reports:** | Nil |
| **Salary Point:** | SP3 |
| **Decision making:** | Level 6 Management Hierarchy |
| **Date revised:** | April 2024 |

**Council Overview**

City of Newcastle employs over 1,200 staff and is responsible for a local government area of 187km. Newcastle is both the cultural and economic centre of the Hunter region. Our organisational structure consists of four directorates, each linked to the four themes of our Community Strategic Plan (CSP):

1. City Infrastructure
2. Corporate Services
3. Creative and Community Services
4. Planning and Environment

This position is within the Waste Services Business Unit and this role reports to the Waste Collection and Systems Coordinator.

**What’s it like working at the City of Newcastle?**

We are focused on making a difference in our community and achieving our vision of***creating a liveable, sustainable, inclusive global city***. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers its employees the opportunity to develop in their current role, grow into future opportunities and reach their full potential.

Our organisation’s values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making as well as our day-to-day interactions.

We value diversity of thought, and we focus on equity in the workplace. We are committed to creating an inclusive workplace culture where everyone feels respected, safe, and valued so they can be themselves and fully contribute their opinions and perspectives to the success of the organisation.

**What’s the focus of this position?**

The Offsider is a member of the Waste and Commercial Collections section with a focus on safety, high-quality customer service outcomes and operational efficiency, including an emphasis on continuous improvement. The Offsider is a key a front-line collections position and critical to the effective provision of the collections service to the community. Working as part of a team, the Offsider assists with moving bins, operating lifting equipment, loading bins and waste material into collection vehicles and operating compaction equipment. As part of skills-building and succession planning there is opportunity to provide relief coverage across the section, including driving.

**What you will be doing:**

* To provide offsider duties for the Waste Collections section, including (but not necessarily limited to) bin manoeuvring and emptying (two and four wheeled), loading / collection of bulky goods and operation of mechanical waste bin collection aids (e.g. bin lifters, lifting frames, etc) and mobile waste compaction equipment.
* To provide relief / coverage for the waste collection team, including (but not necessarily limited to) collection vehicle operators (rear load and side load) and general hand (including the flexibility to work morning and afternoon shifts where required).
* Ensure the completion of any required waste collection activities in a safe, efficient and courteous manner throughout the City of Newcastle (CN) area.
* Maintain any allocated plant and equipment as per CN’s and manufacturer’s specifications and requirements.
* Provide a quality service to all customers, both internal and external.
* Complete all required tasks whilst adhering to CN’s safety guidelines, WHS responsibilities and relevant Road Transport and Motor Vehicle legislation and acts.
* Use the mechanical resources provided in such a manner to ensure longevity of the machinery through utilisation of proper operating and maintenance techniques.
* Complete all tasks as assigned by the Waste and Commercial Collection Manager to ensure maximum efficiency and productivity within the waste collection team.
* Adhere to all requirements as per the relevant CN Agreement.
* Any other accountabilities or duties as directed by the Manager which are within the employee’s skill, competence, and training.

**The essentials you’ll need:**

* Class HR driver’s licence.
* A demonstrated desire to fulfill and maintain a culture and work practices that focus on improving processes across the value stream to eliminate waste and deliver optimised value to the customer.
* The ability and aptitude to work in the outdoors and potentially be exposed to the elements.
* A high level of fitness, flexibility and dexterity as the role involves significant manual handling including bending, twisting, crouching, pushing, pulling and lifting.
* Flexibility to work public holidays (as required) as well as undertake reasonable overtime (when available).
* Flexibility to work morning shifts, and afternoon shifts where required.
* Working knowledge of relevant WHS requirements.
* Ability to work with minimal supervision.
* Solid literacy and numeracy skills, including moderate computer skills.
* A solid level of written and oral communication skills.
* High customer service focus and commitment to continuous improvement, with a demonstrated ability to communicate effectively with customers and residents.
* Demonstrated ability to work in a team within a multi-disciplined environment.
* Ability to follow collection route maps and work sheets, both written and electronic.
* Ability to organise and prioritise workload to ensure maximum efficiency and productivity.

**Other valuable skills you may have:**

* Previous experience in "offsiding" on rear loading waste collection vehicles within the waste collections industry, as well as the ability to manually handle two and four wheeled waste containers and bulky goods items, including the use of mechanical waste bin collection aids (e.g., bin lifters, lifting frames, etc) and mobile waste compaction equipment.
* Previous experience in the operations of waste collections vehicles / activities within the waste collections industry, including rear loading waste collections vehicles and dual control side loading waste collection vehicles, including the ability to handle vehicles in tight and difficult to navigate situations.
* Previous experience in the delivery, repair, maintenance, cleaning and installation of bins and associated equipment such as enclosures and stands.
* Knowledge or previous experience of the Lean business model and practices, largely maximising value while minimising waste.
* Previous experience with the operation and use of GPS in-vehicle routing / scheduling / reporting software systems.
* Familiarity with the City of Newcastle local government area.

**We’ll encourage you along the way**

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

*I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.*

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| **Employee Name:** |  |
| **Employee Signature:** |  |
| **Date:** |  |