



POSITION DESCRIPTION

Our Values



Position title: Manager of Waste Operations

Position code: 1848

Section: Chief Operating Office –Waste

Position reports to: Head of Water and Waste

Band and level: 3/3

Salary grade: Market

Staff management: Yes

Budget responsibility: Yes

Primary function of the role:

Reporting to the Head of Water and Waste the Manager of Waste Operations is responsible for:

- The management and delivery of all operational aspects of Lismore City Council's Waste and Resource Recovery services.
- Ensuring the safe and effective delivery of Operation Plan outcomes for the Lismore Recycling and Recovery Centre, Nimbin Transfer Station, Waste Collections Services, and other associated locations and services in the Lismore LGA.
- Operational requirements of safety, environmental, quality and compliance performance outcomes.
- Serving as a key stakeholder in strategic development processes within Council and partnering with other LGA's and industry.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time, this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Work Health and Safety:

This position has been identified as an Officer under the *Work Health and Safety Act 2011*. You will be required to comply with all obligations and responsibilities outlined in this statute.

Designated Person:


This position may satisfy Lismore City Council's Designated Person's definition and as such the person who fulfils this position is required to comply with all obligations and requirements associated with a Designated Person as detailed in the Code of Conduct and any variation therefore or successor Codes of Conduct.

Person Description

The right person for this role will:

- Embody Council's values and demonstrate strong commitment to organisation goals
- Have a strong personal drive and high level of self-motivation
- Be able to work autonomously
- Have excellent risk assessment and control capability
- Have advanced task prioritisation and time management skills
- Be observant and proactive in managing risk and the safety of the team
- Have excellent leadership and team engagement skills
- Have strong business management ability and high level of financial literacy
- Have a strong continuous improvement mind set, being an advocate for change
- Embody Council's values.

The Resource and Recovery Operations Manager

- Has the skills, capability and willingness to analyse problems, and evaluate alternatives with a focus on collaborative problem solving.
 - Ensures projects and resourcing plans are aligned to accountabilities and responsibilities.
 - Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others.
 - Leads their team to achieve excellence through service delivery benchmarks and is committed to the implementation of continued improvement processes; and
 - Is accountable for the financial, legal, physical and human resources for the team within agreed budgets, timeframes and reporting standards.
 - Is also required to apply strong people management skills, contract management and administration ability, and process optimisation techniques to achieve and maintain industry best practice in waste management, resource recovery and sustainability for the services Lismore City Council provides.
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Key responsibilities and performance goals:

Responsibilities	Accountability
<p>Work Health and Safety</p>	<p>Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.</p> <ul style="list-style-type: none"> • An engaged workforce fostering a culture of safety and behaviour based on safety principles. • Be a leader in Workplace Health and Safety, lifting WHS awareness and continual improvement of WHS initiatives, processes and site outcomes, in accordance with Councils applicable guidelines and WHS policy • Grow the operations staff toward true safety leadership roles, at all levels of the organisational structure • Ensure strong awareness of, and compliance with, Councils WHS systems, policy, guidelines and reporting expectations • Required to take reasonable care of self and others in the workplace. • Cooperate with all health and safety policies and procedures agreed to by management and employees. • Not bypass or misuse systems or equipment provided for WH&S purposes. • Ensure safe working conditions are maintained and report any unsafe conditions that are identified. • Must participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required. • Provide information, training and appropriate supervision to people in your area of responsibility to enable them to work safely. • Ensure Council policies and procedures are communicated, understood and followed. • Ensure people within area of responsibility know hazards and risks associated with any operation and the method established to eliminate or control risks. • Ensure all incidents, hazards and near misses are reported and immediately followed up.

Waste Management		<ul style="list-style-type: none"> • Pursue safe and efficient continuous improvement for all operational functions • Delivery on outcomes as defined in Councils Operational Plan, Delivery Program and Strategic Plans for Waste and Recovery Services • Overseeing the production processes, developing, and monitoring production schedules to meet customer delivery targets. • Monitoring production standards and implementing quality-control reporting of waste, optimising machine utilisation to minimise machine setup and downtime; • Provide input to educational and promotional sustainability initiatives such as recycling and waste minimisation • Managing staff and recruitment levels, ensuring quality and achievement of KPIs and facilitating career development opportunities for all direct reports.
Best Practice and Benchmarking	Lead the team to achieve excellence through the establishment, management and monitoring of systems, processes, standards and service delivery benchmarks.	<ul style="list-style-type: none"> • Adhere to Council's corporate standards, systems and procedures. • Provide supervision, coaching and guidance to employees/contractors. • Ensure employees/contractors are involved appropriately in decision-making and are informed of relevant decisions. • Implement and manage communications with employees and contractors including both formal and informal meetings • Maintain currency of professional expertise • Assist with Council's audit processes • Design and implement effective, efficient and economical risk management and internal control framework that prevents and detects fraud and corruption.
Governance and Risk	Oversee the identification of project and financial risks and appropriate management of these risks to councils' operations. Ensure risks to projects and financial service delivery to business units are identified and managed	<ul style="list-style-type: none"> • Align service delivery to meet the Delivery Plan and Community Strategic Plan outcomes for the organisation. • Project and financial risks are identified on the corporate risk register with appropriate mitigation strategies. • Develop and maintain very strong and communications with the Compliance Manager and their team, using this relationship to understand and implement licence requirements, data collation and reporting of information for other regulatory obligations. • Coordinate information necessary for provision of timely and accurate reporting to regulators and authorities (internal and external), and as requested by the Manager Compliance

Customer driven service delivery	Build and maintain relationships with key stakeholders and customers (internal and external) related to program service delivery.	<ul style="list-style-type: none"> • Establish and maintain a service delivery strategy that is agreed with the Head and reported monthly. • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues. • Provide guidance, advice and coordinate requests for further information regarding applications. • Enhance your knowledge base. • Drive a customer service approach in all internal and external interactions. • Ensure that all Directors and Program Managers receive accurate and timely project and financial reporting data.
Finance	Create, manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.	<ul style="list-style-type: none"> • Develop, monitor, control and report against Councils operational budgets as directed by the Head of Water and Waste • Develop, refine and maintain Council's waste, recycling and recovery financial data to maintain reliability in financial modelling for operational processes. Provide this information to inform future business strategy and decision making in close conjunction with all necessary internal partners (Manager, Chief Operating Office, Area Managers, Finance, etc) • Manage and control activities and resources to achieve budgeted targets in accordance with organisational strategy, policies and procedures • Resource, lead and manage projects to ensure achievement of outcomes • Deploy and manage resources to achieve predetermined milestones and financial targets. • Ensure timely delivery of financial and program reporting • Ensure procurement and contract management practices are in alignment with councils' applicable procedures and guidelines, in consultation with council's project management, procurement and contract teams

People	Coach, mentor, empower, develop and lead a cohesive and high performing customer centred, results driven team.	<ul style="list-style-type: none"> • Demonstrate accountable, affiliative and constructive behaviours in all interactions • Promote ways in which the team members can continue to learn and demonstrate 'blue' behaviours aligned to the Leadership Style Inventory Tool. • Lead the team to achieve excellence by establishing, maintaining and monitoring performance requirements. • Respond to employee satisfaction survey results to identify and act upon areas that require improvement. • Ensure the team demonstrates cohesive teamwork, flexibility, openness, transparency and ethical practice. • *Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to Council customers. • Commitment to fostering and participating in a positive team environment. • Be flexible and adaptable to the changing needs of the team. • Participate and contribute. • Be available to take on other roles as required (e.g. in leave periods).
Drive Innovation	Create a culture that inspires people to generate innovative solutions that optimise revenue to Lismore City Council.	<ul style="list-style-type: none"> • Review established processes and practices to align and continuously improve operations for best practice quality assurance management system for safety, quality, environmental and community • Liaison with internal and external partners to ensure all operational records are maintained to meet strategic, business and legislative requirements • Develop and continuously review branch strategies and goals to support efficient and sustainable accomplishment of organisational deliverables • Plan, evaluate and improve the efficiency of business processes and procedures to enhance achievement of organisational strategies and deliverables • Develop and maintain contingency plans for uninterrupted service delivery in the event of emergency or other critical circumstance • Train and develop staff to achieve high degrees of financial literacy, budget awareness and budget control, required under the position descriptions of those staff (and aiming for consistency of staff in like positions across the Waste Program Area and council more broadly

		<ul style="list-style-type: none"> • Plan for, adapt with and respond to resource adjustments to accommodate future plans for Lismore Recycling and Recovery Centre, and other associated sites across the Lismore LGA
Communication and Consultation	High level of written, verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> • Provide clear concise information. • Prepare detailed reports, proposal and submissions to Senior Leadership team and Council. • Implement high level conflict resolution and negation skills. • Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours.

Entry Level Qualifications: Skills and Experience

Qualifications, certificates and licences

- A Degree in Civil, Mechanical or Environmental Engineering, or other relevant tertiary qualification with relevant extensive experience.
- WHS General Induction for Construction in NSW Certificate.
- Current, or willingness to obtain, First Aid - HLTAID011 First Aid (formerly known as Senior First Aid)
- Current, or willingness to obtain, CPR - HLTAID009 Provide Cardiopulmonary Resuscitation
- Current Class C Driver's Licence.

Experience, skills and knowledge

- Extensive experience in waste management operations, contract management and project management.
- Proven success in developing and implementing strategy and innovation, translating into outcomes and business success.
- Demonstrated ability to develop and evaluate technical, environmental and financial merit of various options for waste services including business cases.
- High level financial management skills and experience to prepare, analyse and manage large budgets.
- Demonstrated experience in communication and liaison with regulatory authorities.
- Extensive experience in the management and leadership of employee performance and development.
- Demonstrated experience in leading, influencing and embedding intended positive change.
- High level knowledge and understanding of relative legislative requirements, and ability to find out information necessary for undertaking the role.