

Waste Reform Implementation

Lead

Position Description



Position number:	3721
Classification:	Band 7
EA:	Moreland City Council Enterprise Agreement 2018
Department:	City Infrastructure
Branch:	City Services
Unit:	Waste
Reports to:	Unit Manager Waste
Supervises:	NIL
Approved by:	Director City Infrastructure

Organisational values:



Position objectives

This new, fixed term position will lead implementation of the operational aspects of Council's Kerbside Waste Reform program. The position will allow Moreland City Council to apply best practice and be a leading Council in waste.

The reform program at Moreland has previously commenced as articulated in Moreland's Waste and Litter Strategy and Zero Carbon Moreland Plan. The State Government's Recycling Victoria policy introduced in 2020 has added the requirement for a glass service and provided more direction on Food Organics Garden Organics (FOGO) and incentive for minimisation for waste to landfill (through the increased landfill levy). It is therefore necessary to build upon the reforms already introduced, such as opt-in of FOGO.

All Victorian Councils are implementing the mandated reforms with their own implementation plans, Activities at Moreland need to be undertaken cognisant of what is happening in other Councils, opportunities for collaborative procurement and trials, industry capacity, sharing learnings and insights as part of a wider community of practice for waste reform. The project is also a key driver for the reduction of carbon emissions and delivery of Council's Zero Waste to Landfill by 2030 and Zero Carbon Moreland by 2040 targets.

The role has a specific focus on projects and initiatives that relate to the rollout and implementation of Council's 4-bin collection service, according to the model approved by Council, in a way that maximises uptake and compliance. This will include project planning and operational change planning to implement necessary changes to existing contractual and in-house service provision arrangements for bin supply, waste collection, customer liaison, special fee-for-service provision and disposal arrangements for each waste stream. In addition, new arrangements will be required to be implemented for a glass service (spanning bins, collection, special services and disposal). The changes will include changes to collection frequencies and bin sizes across the municipality.

The role will also support implementation of a new hard waste service and the determination and implementation of the new waste charge model. It will support the education and waste service selection functions that are led by City Change branch and are critical to the successful uptake of the altered services. Changes to Moreland's IT systems and customer service functions will also need to be accounted for.

The role will also identify project partnership opportunities for innovative projects and trials to support a 4-stream waste service for all Council-serviced properties. This particularly applies to challenging cohorts such as multi-unit developments (MUDs) and needs to account for commercial participants in the waste service charge.

The incumbent will plan, deliver and monitor the service change and pro-actively manage project risks. Through successful project deliver, the role will maximise the effectiveness and efficiency of the changing waste service so that is able to meet the needs of a diverse and growing population.

Key responsibility areas

Industry relationships and policy context

- Active participation in industry forums and developing key relationships with other Councils and the wider waste sector
- Internal collaboration to ensure implementation aligns with policy intent

Solution design

- Design and obtain approval of the implementation of the agreed waste service model
- Design and obtain approval for waste service delivery for more complex cohorts of users, undertaking trials and research as required

Project planning and resourcing

- Project and change planning for City Services operations and other affected Council operations
- Project delivery and reporting to management and the Project Control Board and leadership and participation in relevant internal and external working groups
- Management of the implementation project budget, contribution to future budgeting processes and scanning and applying for grant opportunities and/or loan opportunities
- Oversight of resourcing for the implementation project including identification of the demands on in-house BAU resources, project resources and external resources for successful project delivery

Implementation

- Procurement of new contracts and/or renegotiation of existing contracts according to Moreland's procurement policy, driving environmental and social objectives as well as best value for Moreland residents

- Collaborative design and planning for changes to in-house services (human resources and fleet) and development of a change plan for introduction of those changes
- Initiation and support for internal changes to systems and processes to support the reform program

Evaluation and continuous improvement

- Collaboration with Research Unit to establish data gathering procedures and monitor project KPIs (e.g. service take-up, diversion rates, bin contamination, etc) to inform tactical improvements.
- Progressive evaluation of achievement of outcomes and identification of refinements to future operations to improve performance and/or reduce costs

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	Waste Services Unit Fleet Unit Sustainable Communities Unit
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	Communications & Engagement Revenue Services Research Unit IT Street Cleansing Unit
External Relationships	Customers and representative groups of customers Waste and resource recovery industry including suppliers and contractors (existing and other, including emerging providers) State agencies, collaborative groups and authorities with responsibilities in waste Other Councils, especially metro Councils Staff representative bodies

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 7 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 7, Clause 7)

1. Accountability and Extent of Authority:

- Accountable for effective, accurate and timely research, policy and support services to the City Infrastructure Directorate, Council and the community.
- Authority to make decisions and recommendations and give specialist advice to Council, staff, public authorities and the community on issues related to waste management. The freedom to act is subject to review by supervisor.
- Input into the preparation and development of waste programs and policies for endorsement by Council or Council management.
- Represent Council as directed in community and special interest or organisational forums relating to waste operations.
- Preparation and signing of correspondence relating to the above responsibilities.
- Project management of relevant in-house and externally resourced projects including work by consultants employed by Council.

2. Judgement and Decision Making:

- An understanding of Council's Corporate vision, values, and objectives including those in the Council Plan, Council's environmental strategies and policies and other relevant policies and long-term objectives of Council and discretion and judgement in working within a complex administrative and political environment.
- Exercise day-to-day problem solving and budgeting skills with respect to the allocation of resources and time management.
- Determine which (internal and external) stakeholders need to be engaged in the preparation of recommendation and in making decisions and determine where decisions need to be made without wider engagement and consultation
- Identify options and make recommendations regarding cost-effective implementation solutions that meet the agreed delivery model
- Make operational and day-to-day decisions under limited supervision and with the capacity to act independently when required or directed.
- Guidance is not always available within the organisation.

3. Specialist Knowledge and Skills:

- Demonstrated knowledge of recycling, waste and food system issues and practices at a local level, and understanding of best practice waste and recycling, principles and methods, especially as they relate to waste operations, including the waste hierarchy, resource recovery,

recycling technologies, circular economy, zero waste to landfill, and carbon emission impacts in waste industry.

- Strong communication skills with excellent written and verbal skills to prepare and deliver materials of a consistently high level.
- Demonstrated project management skills including project development and implementation, risk management and resource management, to ensure delivery of outcomes within budget and agreed time frames.
- Understanding of legislative requirements and policies surrounding recycling and waste as they relate to local government specifically, and Victoria.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Proficiency in the use of personal computers and relevant software.

4. Management skills:

- Skills in managing time, setting priorities, and planning and organising one's own work and where appropriate that of other employees in a busy environment to deliver outcomes in the face of competing demands
- Demonstrated ability to participate in cross organisation and multi-organisational projects.
- Ability to co-ordinate formal and informal teams with multi-disciplinary skills and expertise to achieve the objectives of the position and wider corporate objectives.
- Ability to work autonomously but as part of team, to contribute well-informed ideas and participate in team planning.
- Excellent relationship management, customer service and people management skills to build new relationships with key industry representatives and bodies, manage difficult community enquiries - especially those relating to Council policy or procedure and negotiate new project development.
- Staff management skills to supervise casual staff, consultants, contractors, volunteers, students and others, whilst adhering to relevant organisational policies such as: equal opportunity and occupational health and safety.

5. Interpersonal Skills:

- Highly developed communication and negotiation skills.
- Excellent interpersonal skills with the ability to liaise with a variety of internal and external contacts with confidence and enthusiasm, including the capacity to deal with conflict and creative problem solving.
- Professional experience in the clear and structured presentation of information and concepts (either written or via oral communication) including demonstrated ability to prepare reports
- Demonstrated ability to develop and maintain significant strategic relationships.
- Demonstrated commitment to excellence in customer service.
- Highly developed interpersonal skills with the ability to liaise with and gain the co-operation of all levels of management, staff and the community.

6. Qualifications and Experience:

- A tertiary qualification in waste management, environmental management or science, sustainability, project management or related field, or demonstrated equivalent competencies gained through substantial experience in these or related fields.
- Demonstrated successful experience with multi-disciplinary project management
- Relevant local government or waste sector experience an advantage.
- This position does not require a Working with Children Check or a Driver's Licence.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	(✓)
-below 10kgs	()	()	()	(✓)
Manual handling frequency	()	()	()	(✓)
Repetitive manual work	()	()	()	(✓)
Repetitive bending/twisting	()	()	()	(✓)
Working with arms above head	()	()	()	(✓)
Lifting above shoulder height	()	()	()	(✓)
Using hand tools – vibration/powered	()	()	()	(✓)
Operating precision machinery	()	()	()	(✓)
Close inspection work	()	()	()	(✓)
Wearing hearing protection	()	()	()	(✓)
Wearing eye protection	()	()	()	(✓)
Working in dusty conditions	()	()	()	(✓)
Working in wet/slippery conditions	()	()	()	(✓)
Wearing Gumboots	()	()	()	(✓)
Wearing safety shoes/boots (steel cap)	()	()	(✓)	()
Working with chemicals/solvents/detergents	()	()	()	(✓)
Washing hands with soap (hygiene)	()	()	()	(✓)
Working at heights	()	()	()	(✓)
Working in confined spaces	()	()	()	(✓)
Working in chillers (+4 degrees C)	()	()	()	(✓)
Performing clerical duties	()	()	(✓)	()
Working on a keyboard	(✓)	()	()	()
Driving cars and/or trucks	()	()	(✓)	()

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

1. A tertiary qualification in waste management, environmental management or science, sustainability, project management or related field, or demonstrated equivalent competencies gained through substantial experience in these or related fields
2. Developed knowledge of and experience in waste management, resource recovery and circular economy principles, issues and opportunities relevant to local government.
3. Demonstrated program and project management skills with proven experience in program and/or project design and delivery, to achieve desired outcomes, preferably on waste or resource recovery issues.
4. Ability to co-ordinate formal and informal teams with multi-disciplinary skills and expertise to achieve the objectives of the position and wider corporate objectives.
5. Proven research, strategic thinking and analytical skills to contribute to Moreland's leadership in waste avoidance and resource recovery for environmental and liveability outcomes.