

Coordinator Waste Operations

Position Description



Position number:	1354
Classification:	Band 7
EA:	Moreland City Council Enterprise Agreement
Directorate:	City Infrastructure
Branch:	City Services
Unit:	Waste Services
Reports to:	Unit Manager Waste Services
Supervises:	Team Leader Waste Operations (x2)
Approved by:	Director City Infrastructure

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:



With the community at the heart, this is our promise:



Position objectives

The objectives of this role are, to:

- Provide specialist support to the Manager City Services and Unit Manager Waste Services to ensure effective service planning and implementation including managing human and fleet resources to achieve efficiency, effectiveness, commercial viability, and equity in service delivery across all areas serviced directly by Council.
- Provide operational leadership and day-to-day coordination/management of Council's in-house waste operations services, to ensure the effective delivery of daily collection services.
- Ensure that Council's in-house waste operations service are managed such that high service standards are achieved for waste collection, including waste to landfill, recycling, Food Organics and Garden Organics (FOGO), and other streams as appropriate.
- Leadership of frontline staff responsible for services including kerbside waste, some public realm waste collection services, with strong focus on performance and development and supporting them to be their best at work.

Key responsibility areas

Leadership and Management

- Managing the Waste Services in-house team to ensure:
 - The team is appropriately trained, rostered and resourced to deliver waste collection services
 - Services and functions are delivered in accordance with Council procedures and policies
 - Services are delivered efficiently and that service routes are planned to meet time, resource, and budget requirements.
- Leading by example and engaging with staff about Council's culture and appropriate workplace behaviours.
- Leading staff through change processes.
- Creating a physically and mentally safe workplace for all staff.

Technical

- Coordination of waste service operations, including service planning and adjustment to achieve equity for staff on waste runs, giving consideration for route distance, number of bins, the quantity of waste, average travel speeds, route disruptions e.g., parking, and other challenges for waste collection e.g., disposal and traffic.
- Preparing vehicle user requirements to support the Fleet Team in procuring, maintaining and disposing of fleet to support waste operations and service delivery.

Information Technology

- Ensure an understanding and working knowledge of Microsoft systems.
- Provide advice on technologies to support improved efficiency and quality of services delivered by in-house waste team.

Stakeholder Engagement

- Contributing to waste operations related stakeholder engagement, including but not limited to:
 - Working with both the customer services and communications teams, in consultation with Unit Manager and Branch Manager, to prepare waste services related messaging and responding to customer service requests related to in-house services.
 - Engaging with industry, to identify opportunities for business improvement and responding to industry pressures.

Occupational Health & Safety

- Complying with the Occupational Health and Safety Act, related Regulations and defined OH&S policies, procedures, safety rules and Safe Working Procedures and implement and monitor the organisation's OH&S policies, procedures, safety rules and programs in the relevant work area to achieve and maintain OH&S standards.
- Monitoring health and safety performance and rehabilitation performance within your area of responsibility and initiate actions to improve health and safety, including facilitating rehabilitation of injured workers.
- Reviewing any health and safety related reports and take appropriate action to resolve safety issues.
- Ensuring consultation with employee health and safety representatives, particularly on any workplace changes that have health and safety implications.
- Actively monitoring the workplace to determine presence of hazards and take appropriate action to rectify any hazards found.
- Ensuring all employees understand their legal obligation under the OH&S Act and that they receive regular training to perform jobs safely.

Continuous Improvement

- Enabling improvements to waste services and participating in improvements across City Service Branch.
- Working closely with the Unit Manager Waste Services and other staff in Waste Services Unit to deliver the best appropriate waste services to all eligible households across the municipality.

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.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

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.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- 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 Services Team Open Space and Environment Branch City Services Branch Amenity and Compliance Branch Customer Service Unit
External Relationships	Waste industry partners e.g. disposal and processing operators, peak bodies. other Councils or Local Government related organisations e.g. Municipal Association of Victoria Regulators e.g. Environmental Protection Agency External service providers, e.g., other service providers operating within the municipality

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 the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 7. Employee Band 7).

1. Accountability and Extent of Authority:

- The decisions and actions taken in this role may have significant effect on individuals and the broader community but is subject to review by more senior employees.
- Accountable for the delivery of timely, accurate and effective waste services specialist advice and solutions across a broad range of Waste Services issues.
- The incumbent has the freedom to act on all day-to-day matters. The incumbent is however required on an ongoing basis to liaise with the Unit Manager Waste Services and Manager City Services regarding decisions that will have a major impact on existing relationships and the original objectives.
- Setting team and staff performance outcomes and outputs, staff development plans and establishing day-to-day work priorities.
- Accountable for management of effective in-house waste operation services, including day-to-day operational management, including work plans, service design and budget.
- Accountable for the delivery of timely and accurate reporting against established KPIs on waste collection performance, risks and opportunities to Unit Manager.
- Accountable for making formal recommendations to the Unit Manager Waste Services and Manager City Services for service changes, fleet and other resourcing requirements as requested.
- Leading the formulation of operational systems to support efficiency and improvements to in house waste services, under some guidance from the Unit Manager Waste Services.
- Contribute to the review and development of policies and procedures relevant to Waste Services.

2. Judgement and Decision Making:

- The nature of work is specialised with policy framework and practice principles, procedures and processes that are generally developed from legislation, theory and precedent. The problem-solving process comes from the application of these established techniques to new situations.
- Guidance is not always available within the organisation.
- Developing solutions for service delivery challenges related to resourcing, rostering and collection route planning
- Identifying and recommending in-house waste service improvements within the available budget and resources, to support Council procedures, policy and strategy.
- Advise and make recommendations to Unit Manager Waste Services and Manager City Services on a broad range of Waste Services issues, often requiring research, analysis and consultation.
- Exercise common sense and make quick decisions in relation to complex matters related to day to day operations of the in-house waste collection team.

3. Specialist Knowledge and Skills:

- Understanding of the long-term goals of the City Services team and of the relevant Council policies and procedures of both the Unit and wider organisation including its values and aspirations, and of the legal, socio-economic and political context within which it operates.
- An understanding required of organisational context, goals, or policies as they relate to the In-house waste services team.
- An understanding of waste industry trends, including risks and opportunities, new technologies and management

- Knowledge and familiarity of principles and practices of budgeting and accounting/financial procedures.
- Computer literacy and experience with relevant software and IT applications including Microsoft Office.

4. Management skills:

- Ability to manage time, set priorities, and plan and organises one's own work and that of other employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Sound leadership skills including the ability to implement personnel policies and practices including those related to awards, equal employment opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, and position descriptions.
- Supervising and managing staff including setting and managing performance expectations, providing support for development and growth of staff
- Ability to develop, implement and monitor employee performance development reviews/schemes which train and develop staff to improve competency and confidence.
- Periodic reporting on budget expenditure and program/project status as required by Unit Manager Waste Services or Manager City Services
- Demonstrated capacity to work independently with minimum supervision, using initiative and problem solving and collaboration skills to resolve issues as they arise.
- Ability to coach and support staff in relation to Waste Services policies and practices.

5. Interpersonal Skills:

- Sound written and oral communication skills and the ability to prepare concise and clear reports, recommendations, action plans and presentations and other relevant correspondence.
- Proven consultation, facilitation, liaison, and conflict resolution skills with internal and external stakeholders.
- Ability to work effectively in teams to deliver positive organisational outcomes.
- Demonstrated ability to handle confidential matters, difficult situations and customers.
- Capable of showing initiative and being proactive with a commitment to quality customer service and an integrated team approach.
- Ability to develop and maintain strong working partnerships and relationships with a range of stakeholders.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- An achievement and results orientated attitude to the role.
- Demonstrated ability to contribute to the team and work collaboratively positively and proactively.
- Demonstrated commitment to innovation, continuous improvement, and positive change.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.

6. Qualifications and Experience:

- Extensive experience in waste operations, including service design and operational management.

- A current Victorian Driver's Licence with a Heavy Rigid Licence Endorsement.
- Experience in driving and competent operation of waste collection vehicles is desirable.

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/powerful	()	()	()	(✓)
Operating precision machinery	()	()	()	(✓)
Close inspection work	()	()	(✓)	()
Wearing hearing protection	()	()	(✓)	()
Wearing eye protection	()	()	(✓)	()
Working in dusty conditions	()	()	(✓)	()
Working in wet/slippy 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	()	()	(✓)	()

8. Key Selection Criteria

- Extensive experience (8+ years) in designing, planning and managing waste operations (for example, waste collection, sorting, processing, transfer stations, disposal sites).
- Extensive experience (5+ years) in leading and managing teams of staff directly delivering waste or similar services.
- A current Victorian Driver's Licence with a Heavy Rigid Licence Endorsement.

- Superior customer service skills and demonstrated experience delivering service excellence in a similar role.
- Sound written and oral communication skills and the ability to prepare concise and clear reports, recommendations, action plans and presentations and other relevant correspondence.
- Sound knowledge of OHS and heavy vehicle chain of responsibility obligations and demonstrated experience creating a culture that prioritises a safe workplace for all.
- Demonstrated ability to develop and maintain relationships with a wide range of stakeholders.
- Demonstrated capacity to work independently with minimum supervision, using initiative and problem solving and collaboration skills to resolve issues as they arise.
- Understanding and ability to manage multiple tasks and priority setting skills.
- Computer literacy and experience with relevant software and IT applications including Microsoft Office.
- Experience managing budgets and resources to achieve outcomes
- Understanding of Victorian waste related policy and regulation and how that applies to operational service delivery.

SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... Date / /
(Staff member's signature)

..... Date / /
(Supervisor/Manager's signature)

Please scan signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.

