

POSITION DESCRIPTION	
Title:	Technical Officer – Business Systems
Department	Asset Strategy
Reports to:	Operations Manager – Waste Services
Grade:	16
Hours:	35 hours per week
Vehicle:	No
Position Code:	TBC
Pre-placement medical	Low risk – Not Required
National Criminal Check	Not Required
WCCC check	Not Required
Date Developed:	October 2018
Position Purpose	
<p>The Technical Officer – Business Systems and Support is responsible to provide general business support services across the waste and resource recovery business and to manage a range of business systems, including software based applications, used within the business unit. The role will provide a broad range of support and systems administration functions including, but not limited to, weighbridge and revenue collection functions; auditing, fraud prevention and oversight functions; financial performance data and analysis, procurement activities; data management; corporate and regulatory reporting functions.</p>	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
<p><u>Essential:</u></p> <ul style="list-style-type: none"> • Tertiary qualifications in a business related field and relevant extensive experience in a business environment. • WHS General Induction for Construction in NSW Certificate. • High level data management skills and proven ability to research, source, collate, analyse and report on data. • Demonstrated experience in financial analysis and modelling. • Technical skills relevant to electronic business systems and development. • Demonstrated ability to undertake corporate reporting, benchmarking and auditing activities. • Demonstrated analytical skills with the ability to critically analyse statistics, develop performance indicators and business reports. • High level customer service and negotiation skills to deal with a wide range of internal and external customers. • Ability to develop and implement employee training programs. <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Demonstrated knowledge of and experience in local government activities in particular issues facing local government in waste management. 	

Main Activities/Tasks

Waste management

- Assist with the management and reporting on the operating licence(s) for the Dunmore Waste and Recycling Depot.
- Assist with the management and compliance of Council's operations with other regulations, legislation and licences; including, but not limited to, managing the Waste and Environment Levy.
- Compile and submit the Section 88 payment monthly.
- Liaise with EPA in regard to changes to EPA license alterations and exemption approvals.
- Monthly, quarterly and annual regulatory and internal reporting.
- Assist with strategic planning for Council's waste service.
- Assist with the management Council's waste collections services.
- Undertake business, corporate and regulatory data management and reporting activities;
- Develop and maintain a range of data management systems and applications related to core business functions including, but not limited to, landfills, materials recycling facility's, composting operations, collection services and other related services.
- Develop, coordinate and maintain an integrated complaints management and reporting system for all waste and resource recovery matters. Produce waste related statutory complaint(s) reports as required.
- Facilitate community and stakeholder surveys, data collection and general feedback mechanisms.
- Assist respond to waste related enquiries and correspondence as required, particularly enquiries related to Dunmore Waste and Resource Recovery Depot usage.
- Provide financial system support services across the waste team including running required reports; examine revenue and transaction histories/forecasts against weighbridge data; establishing new suppliers; raising purchase requestions and delivering goods and services as required.
- To coordinate incremental performance reporting against key performance indicators.
- Develop benchmarking systems and reports comparing against other councils and industry competitors.
- To provide a broad range of data gathering, analysis, reporting and advisory services.
- Assist and manage external third party weighbridge audits, waste audits and composition studies.
- Develop and maintain a process to produce regular business performance tracking and monitoring.
- Undertake strategic and operational research on system, policy, pricing, waste reduction technologies, best practice and the like and develop management advisory reports.
- To assist in the management of weighbridge operations including weighbridge business systems, developing operational policies and procedures, implementing fraud prevention strategies and facilitating employee training for cash handling.
- To ensure that weighbridge operations comply with relevant legislative and regulatory requirements.
- Undertake the functions of the Weighbridge IT System.
- Develop and implement Service Level Agreements with the proprietary system provider for technical systems support.
- Establish appropriate arrangements with internal and external service providers to ensure that all aspects of the weighbridge business system is maintained and any faults are promptly rectified.

- Resolve any system faults and operational problems in a timely manner. The position may be required to respond to infrequent weekend call outs to coordinate rectification actions for system faults and outages.
- Coordinate the maintenance and management of all aspects of the weighbridge business system including weighbridge infrastructure, computers and associated hardware, software, telecommunications, microwave links, CCTV systems and operational employee.
- Create new account customers; amend account holder details on request; ensure weighbridge system is kept up to date with approved or removed customer vehicle registration numbers; restrict account holders in breach of Council's invoice terms; manage product codes and rates.
- Establish and maintain appropriate and agreed restricted access controls within the system to prevent employees from undertaking functions that allow possible fraud.
- Provide oversight functions on weighbridge data/transactions (Waste Depots and within outsourced contractor's weighbridges) including tonnage verifications, auditing exception reports for amended or cancelled transactions; and to undertake an agreed level of random transaction auditing using CCTV imagery and to keep appropriate records of auditing activities; and to refer any discrepancies or suspected fraud to the Waste and Resource Recovery Manager.
- Produce data reports from weighbridge software as required.
- Draft, validate and obtain signoff on monthly Protection of Environment (Operations) Act, Section 88 Returns and submit to EPA; to prepare waste levy rebate deduction returns.
- Prepare Section 88 Waste Levy forward and retrospective deductions and exemptions for approved operational uses of imported materials.
- Ensure business activities are always fully compliant with the EPA Waste Levy Guidelines; to assist with EPA Waste Levy Compliance Unit audits.
- Coordinate waste fees and charges exemption request processes and manage existing charity exemptions including EPA certificates and rebates; internal and legislative reporting requirements.
- Run monthly account trial balances and reconciliations, and provide data to the Finance Section who are responsible to formally raise account holder invoices; to remit monthly accounts information back into software system.
- Establish and assist coordinate unpaid and bad debtor activities between Waste Services and Finance Section.
- Assist and support Waste Operatives at waste facilities in their use of the weighbridge system and to provide systems training as required.

Management of consultants and contractors

- Manage consultants, contractors and service providers; including supervision and performance management.
- Ensure internal service providers and contractors are involved appropriately in decision-making and are informed of relevant decisions
- Implement formal meeting structures with employees, internal service providers and contractors.

Contribute to the overall management of the organisation

- Contribute to the development and implementation of corporate Council policies, procedures, strategic plans and budgets. This includes Council's Community Strategic Plan, Delivery Plan and Operating Plan.
- Contribute to Council's asset management system and planning.
- Develop and implement quality management systems and standard operating procedures that comply with legislation.
- Consult with internal and external customers as required.

- Prepare and present Council, legislative, technical and performance reports to internal and external customers.
- Maintain currency of professional expertise.
- Any other task, requested by the supervisor, within the employee's limits of skill and experience.

Work Health & Safety

- 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 Shellharbour City 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.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.
- Ensure that outcomes and deliverables benefit one or more of 4 C's (Community, Councillors, Customers and Council).