



## Waste Support Officer

### POSITION PROFILE

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Division	Shire Infrastructure Division	Status	Full time, permanent
Unit	Waste Services	Salary Grade	G7
Reports to	Senior Coordinator Waste Technical & Business Services	Reviewed	June 2022

### STRATEGIC INTENT

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The Waste Services Unit is an operational unit which provides domestic waste collection and disposal services to residents, and provides waste and cleansing services to council assets including town centres, parks and reserves, and public facilities.

The Business Unit's key objectives focus on promoting a beautiful, protected, and healthy natural environment through waste services and programs that minimise environmental impacts and encourage resource recovery through waste avoidance and recycling initiatives and education.

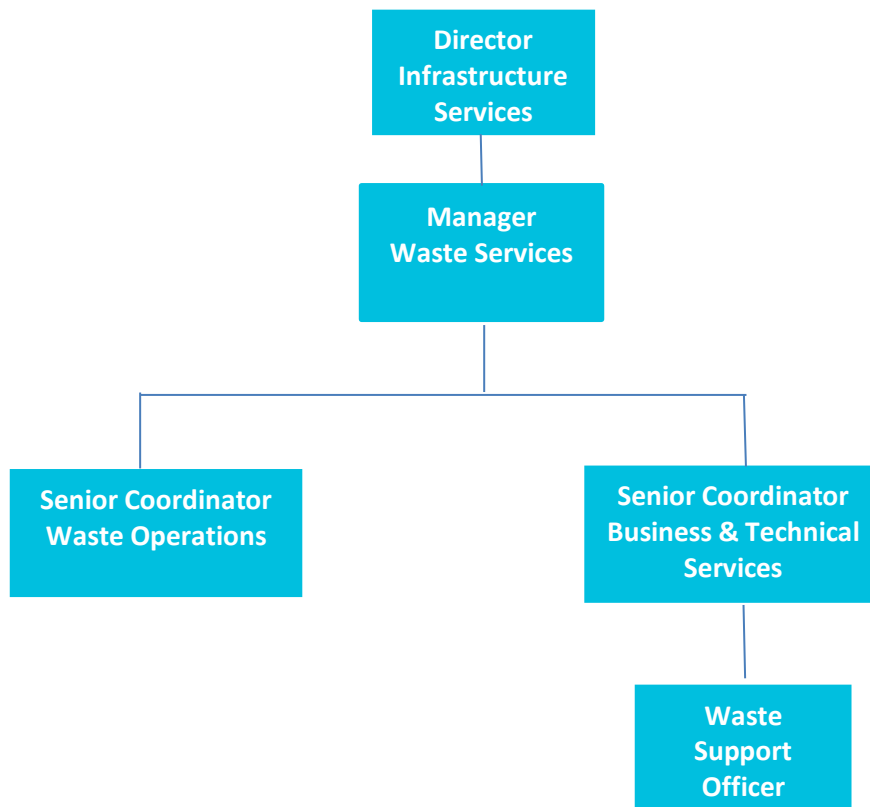
The Business Unit also seeks to maintain a prosperous community by providing cost effective and efficient services to the community.

### POSITION PURPOSE

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- Provide General administration and support of the Waste Services operational team
  - Coordinate team meetings and take / distribute minutes
  - Ensure accurate and up to date database management, eg WHS, SSC website, Property and Rating, CRMS, Objective, along with other systems
  - Assist with verification of tip invoices to source data, run sheets and weigh bridge documentation
  - Provide customer service duties including taking enquiries, and preparing correspondence
  - Assist development and delivery of internal and external waste related communications and education material and workshops
  - Conduct face to face customer engagement regarding waste management and community education projects / initiatives
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## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
<ul style="list-style-type: none"><li>• Accurate and up to date waste databases / systems</li><li>• Distribution of letters and assistance with data entry</li><li>• Assist with up keeping records in the Property and Rating system</li><li>• Assist with verification of tip invoices to source data, run sheets and weigh bridge dockets</li><li>• Assist with waste general inquiries, booking services, changes to domestic waste charge, requests for added waste services and domestic waste bin deliveries</li><li>• Provide general administrative support to Waste Services unit</li><li>• Facilitate internal / external community education workshops as required to support Waste Technical Officer</li></ul>	<ul style="list-style-type: none"><li>• No evidence of omissions in databases being administered with accurate data entry</li><li>• Accurate garden waste &amp; co-mingled recycling contamination information</li><li>• Minimal backlog of data to be entered or verified</li><li>• CRMS category service levels met</li><li>• High quality / accuracy of correspondence</li><li>• High level of assistance and office support provided</li><li>• Timely customer engagement / response</li><li>• Positive feedback from customers / peers</li><li>• Timely compliance with WHS Management System</li><li>• Development of WHS Business Unit documents eg Safe Work Operating Procedures</li><li>• Current and accurate WHS Business Unit documentation control as per Corporate system via DML (Document Master List)</li><li>• Waste education workshop and other Program - Project/s delivery</li></ul>

<ul style="list-style-type: none"> <li>• Provide WHS management / administrative support to Waste Services Unit – manage WHS Unit documents via DML.</li> <li>• Assist with approving additional green waste and recycle bins for residential properties.</li> <li>• Any other duties as directed by the Senior Coordinator Waste Technical Services / Unit Manager</li> </ul>	
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## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> <li>▪ TAFE level 4 Certificate in Business Administration, Waste Management, Workplace Training or similar qualification</li> <li>▪ C class driver's licence</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>▪ First Aid</li> </ul>
Experience or skills	Essential	<ul style="list-style-type: none"> <li>▪ Demonstrated superior administrative &amp; organisational skills</li> <li>▪ High level of computer literacy with a particular expertise in databases and Microsoft applications</li> <li>▪ Good communication and customer service skills</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>▪ Knowledge of waste services industry or similar operations</li> <li>▪ Familiarity with Sutherland Shire's geographic areas</li> </ul>

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li> <li>▪ <b>Goals oriented:</b> A reliable, motivated self starter</li> <li>▪ <b>Organisation skills:</b> Methodical approach to work with a keen attention to detail</li> </ul>
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## OUR VALUES

Behaviours	<ul style="list-style-type: none"> <li>▪ <b>Collaborative:</b> Be open and welcoming, genuinely connect to others, include others, work together as one.</li> <li>▪ <b>Achieve:</b> Be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day.</li> <li>▪ <b>Respectful:</b> Be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others.</li> <li>▪ <b>Evolving:</b> Stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker.</li> </ul>
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## CORPORATE OBLIGATIONS

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Employees	No direct reports. Unit structure attached
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

## SPECIFIC CONDITIONS OF EMPLOYMENT

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- The employee will be required to be available to work some afterhours on evenings and/or weekends.
- Hours worked outside of core business hours will be accrued as overtime or time in lieu (as agreed prior)
- Fully vaccinated for Covid-19 as per Corporate Determination
- 35 hour working week, 19 day month (flex time)