

Position Description

Leading Hand – Resource Recovery

Position Title	Leading Hand – Resource Recovery	Role ID	RRLHA2
Division	Sustainable Communities and Environment	Unit	Resource Recovery
Job Grade	4A	Award	38
Reports To	Supervisor Resource Recovery		
Revised/Created	August 2019 – created September 2021 – revised based on Grading Committee feedback/ Revised September 2021		

Primary Objective

- Manage staff and coordinate the daily activities of Council's tip shop at the Tweed Recycling and Landfill Centre.
- Manage on site functions associated with the recovery and sale of goods.

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

SUSTAINABLE COMMUNITIES AND ENVIRONMENT DIVISION

The Sustainable Communities and Environment Division is responsible for the Management of Resource Recovery, Sustainability and Environment, Parks and Active Communities, Community Services, Tweed Holiday Parks and Cultural Facilities throughout the Shire.

Resource Recovery Unit

The Resource Recovery Unit is responsible for the management of waste services which includes the management of the waste collection and disposal, recycling, community waste education and the planning, design, construction, operation and environmental performance of Council's Resource Recovery Centre.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of sustainability in all operations and responsibilities.

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The Position

This is a supervisory role reporting directly to the Resource Recovery Supervisor Waste Management.

The leading hand is responsible for the daily onsite reuse operations and supervision of the tip shop with the purpose to drive the diversion of waste through sales of recovered items destined for landfill. The role will deliver high levels of customer service and maintain the shops operations to generate income and productivity. The position will include marketing and community education activities.

The position generally supervises Waste Management Officers and maintenance staff, and when required, volunteers and contractors. The position also requires the flexibility to be employed in other waste management officer roles when directed.

The position reports to the Resource Recovery Supervisor and requires well developed communication and problem solving skills. The position will be required to supervise operations in the tip shop and will therefore need to have experience in the presentation, pricing, repair and selling of goods to the public.

The position is required to respond directly to customer work requests (CWRs) referring only issues of a non-standard nature to the supervisor

The position requires that procedures outlined in the Construction Safety Act and Occupational Health and Safety Act, as well as site specific Safe Work Method Statements are followed to ensure the safety of the general public and other workers.

The position is required to interact with other units within Council's organisation to ensure that new projects and maintenance is carried out in a professional and efficient manner. The position will work closely with other Resource Recovery team members at the site in the delivery of services.

The position can be called upon to organise and assist emergency services during adverse conditions.

The position is required to interact with contractors to maintain a record of day-to-day activities. The position will need to have experience in the use of a cash register and in daily reconciliation of money taken through a 'point of sale'.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Customer service	<ul style="list-style-type: none">• Provide an excellent level of customer service at all times.• Assist with identifying, developing and implementing reuse yard operational improvements and strategies to generate higher income and productivity, including local promotional activities.• Manage customer's feedback and complaints and provide solutions where available in a timely manner.

	<ul style="list-style-type: none"> • Assisting people / organisations who may be donating goods in line with Council's policies. • Provide customers with advice and service on reuse options for materials in the shop. • Maintain the Point of Sale and entrance clean & tidy. • Plan and organise school and community interest group tours/talks/repair workshops. • Conduct user survey as required to measure and monitor customer satisfaction.
2. Stock and operations	<ul style="list-style-type: none"> • Maintain store presentation of high standard, including visual merchandising, back room order and cleanliness. • Manage stock levels; sorting, distribution, rotation and disposal of donated and salvaged goods, as per business processes. • Assist in the development and implementation of a stock management systems to ensure effective merchandising, pricing and stock control. • Ensure goods presented for sale are suitable for sale and that the shop complies with legislative requirements for testing and tagging and the removal of good that should not be resold. • Work in areas of - receipt, sorting, examination, repair, storage, labelling, distribution and recycling processes to maximise saleable stock and minimise lower grade stock levels. • Ensure the cleanliness of the work area such that housekeeping is of the highest standard with clear access and egress within the building and outside the building where good are received and processed. • Adhere to procedures in the acceptance of donations of suitable reusable items. • Assist in restocking and sorting of materials as required.
3. Financial	<ul style="list-style-type: none"> • Ensure all sales are accurately processed through the point of sale system. • Manage daily store expenses in line with budget and maintain budget tracking system. • Reconcile cash and taking on a daily basis. • Advise section supervisors of the status of works. • Demonstrate a basic level of accounting skills to understand relevant reports. • Provide information and reconcile reports relating to revenue matters. • Assist in the input and balancing of financial data for the key areas of Revenue. • Monitor and report on income and expenditure monthly. • Conduct duties related to cash handling in the retail customer services role as per Council procedures.
4. Security	<ul style="list-style-type: none"> • Monitor store security, report security breaches or concerns to the Resource Recovery Supervisor. • Ensure the yard is secured at the end of each day's trading.

	<ul style="list-style-type: none"> • Maintain video recording system including regular auditing of yard movements and out of hours access. • Ensure the security of cash and transactional records.
5. Supervision and training	<ul style="list-style-type: none"> • Supervise Waste Management Officers and plant operators working in and around the tip shop. • Provide on the job training for staff in the operation of the tip shop and in the use and reconciliation of the Point of Sale and the operations of the shop. • Supervise minor contracts. • Supervise volunteers used for resource recovery purposes. • Solve minor on-site design problems. • Manage the performance of staff with the assistance of the Resource Recovery Supervisor.
6. Negotiations and Conflict Resolution	<ul style="list-style-type: none"> • Negotiate agreements with external suppliers and clients. • Lead, investigate and respond to customer enquiries in a timely manner. • Negotiate sale of items in best interest of Council whilst maintaining a positive experience for the customer to ensure we focus on waste diversion. • Resolve conflicts that may arise amongst staff under the supervision of the position. • Resolve conflicts with member of the public on issues related to the sale of reusable goods.
7. Work Health & Safety	<ul style="list-style-type: none"> • Ensure that hazards are identified, risks are assessed and controlled for works within the area of responsibility • Demonstrate leadership in the maintenance of safe workplace in the retail area for both workers and customers. • Maintain a clean and safe work environment at all times. • Ensure staff are trained and licenced to carry out works as required. • Provide training and inductions for staff and other people working in an around the tip shop. • Report health and safety risks to the supervisor Resource Recovery, relevant specialists areas or WHS Team. • Assist individual employees to improve WH&S performance. • Ensure all hazards and incidents are reported via Councils reporting processes. • Contribute to the development, implementation and review of workplace safety procedures and practices which protect the health and safety of council staff and the community.

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

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The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol: [WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure: [WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Management and other unit members.

External Relationships

- Contractors and members of the public.

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

Selection Criteria

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Knowledge and Competence: (to be addressed in full when making application)

Essential:

1. Hold a current Drivers Licence – Car.
2. Demonstrated supervisory experience in the leading of small teams in a retail environment including organising and overseeing a Point of Sale area.
3. Demonstrated understanding of retail operations e.g. arranging goods offered for sale, methods of operation, pricing and marketing, cleaning and maintenance, staff training, developing operating procedures etc.
4. Demonstrated experience in development of budgets and the monitoring of monthly and annual income and expenditure budgets.
5. Demonstrated ability to assist in the preparation of marketing, promotional plans and activities.
6. Demonstrated high level oral communication skills.
7. Demonstrated competence in appropriate record keeping and report writing.
8. Demonstrated excellent interpersonal skills, relating to both internal and external parties.
9. Demonstrated experience and ability to deal effectively with difficult people and situations.

Desirable:

10. Forklift Ticket.
11. General Construction Induction Card (White Card).

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview. Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	Intermediate