



Position Description

Manager – Waste, Water & Sewerage Services

Date: May 2019

Division: Infrastructure and Development

Position title:	Manager – Waste, Water Sewerage Services
Classification:	Grade 10 + Civil Liability Allowance of 3.5%
Reports to:	Director – Infrastructure and Development
Direct reports:	Waste Operations Team Leader, Water & Sewerage Team Leader
Liaison:	Internal – General Manager, Executive Managers, Managers, Other Staff External – Rate Payers, Business Owners, General Public, Government Departments, Community Groups, Schools, Northern Inland Regional Waste (NIRW) and Environmental Protection Authority (EPA).
Position purpose:	To provide technical and administrative management for the Waste/ Recycling Service and the Water/Sewerage Services.

1. Organisational Commitment

Employees are required to work toward the goals, values and corporate objectives of the Uralla Shire Council and accordingly demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Responsibilities, Competencies and Accountabilities

Core Responsibilities

1. Planning and Policy
 - a. Manage the development, budgeting, and implementation, review, monitoring and reporting of Councils waste/recycling operations and water/sewerage services.
 - b. Development and implementation, evaluation and reporting of future programs in waste/recycling operations and Water/Sewerage Services.
 - c. Involvement in education activities associated with waste and recycling management plans and water saving initiatives.
2. Organising and Operating
 - a. Coordinate waste, recycling and landfill operations and associated capital works projects in a timely manner and budget including the management of the development of waste/recycling infrastructure at Landfill and Recycling Centres.
 - b. Coordinate water and sewerage service operations and associated capital works projects including the planning and delivery of extensions and/or new service provisions.
 - c. Oversee the development and maintenance of Council's landfills
 - d. Monitor progress of landfill cell development and strategic planning.
 - e. Develop and implement policies and procedures to ensure that services are delivered including monitoring and reporting on relevant funding agreements.
 - f. Investigate new initiatives and prepare grant applications where appropriate to fund recycling/waste management projects and water/sewerage extensions.
 - g. Manage progress associated with the implementation of recycling and waste reduction programs including kerb side collection, recycling and processing activities.
3. Controlling, Regulating and Reporting:
 - a. Coordinate reporting requirements required by the Environmental Protection Authority (EPA) – (Annual Reports).
 - b. Ensure that relevant licenses, regulatory guidelines and reporting are maintained with areas of responsibility, including administrative and reporting tasks through Environmental Protection Authority (EPA) and Northern Inland Regional Waste (NIRW) requirements.
 - c. Lead the development and implementation of the Waste/Recycling and Water/Sewerage Strategic Business Management Plan.
 - d. Develop, implement and review reporting procedures and practices in accordance with industry standards and good business practice.
 - e. Ensure that accountability requirements of service agreements are met.
4. Carry out other duties as directed within the scope, skill and competence level of the position and employee.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), notwithstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Local Government Award for Band 3 Level 3 Professional/Specialist, they are as follows:

Authority and accountability: Provides a professional advisory role to people within or outside the employer. Such advice may commit the employer and have significant impact upon external parties dealing with the employer. The position may manage several major projects or sections within a department of the employer.

Judgement and problem solving: Positions have a high level of independence in solving problems and using judgement. Problems can be multi-faceted requiring detailed analysis of available options to solve operational, technical or service problems.

Specialist knowledge and skills: The skills and knowledge to resolve problems where a number of complex alternatives need to be addressed.

Management skills: May be required to manage staff, resolve operational problems and participate in a management team to resolve key problems.

Interpersonal skills: Interpersonal skills in leading and motivating staff may be required. Persuasive skills are used in seeking agreement and discussing issues to resolve problems with people at all levels. Communication skills are required to enable provision of key advice both within and outside the employer and to liaise with external bodies.

Qualifications and experience: Tertiary qualifications combined with a high level of practical experience and an in-depth knowledge of work.

Performance Measures

As per those set out in the annual performance assessment, or as determined following the appointment of a new officer for a remaining part year.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to ensure adherence to such objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to one's professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Ensure that personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to ensure they remain current and relevant.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

4 Selection Criteria

Essential Criteria

Degree qualifications in civil engineering in an associated field and/or equivalent industry experience.

Demonstrated management experience working with a multi-disciplined workforce.

Knowledge and understanding of environmental and waste management practices, principles and policies in relation to landfill operation, waste transfer and recycling.

General knowledge of waste minimisation and diversion concepts, government policy and strategic and regional waste management initiatives and plans relating to community education.

Knowledge and experience of management and practices in water treatment to potable standards and the storage, reticulation, and connection of supply to properties.

Knowledge of the treatment of effluent and management of sewage treatment systems and statutory requirements.

A working knowledge of the roles and responsibilities set out in the Workplace Health and Safety Act and the principles of equal employment opportunity.

Highly developed conceptual and analytical skills.

Well-developed planning and contract management skills, including supervision, budget preparation, customer service and consultation processes.

Demonstrated excellent interpersonal and verbal communication skills with the ability to persuade, co-opt and negotiate.

Hold and retain an Australian Class C driver's licence

Demonstrated high level written communication skills including the ability to research, prepare correspondence and write reports that simplify complex issues.

Desirable Criteria

Experience in either or both waste management and water/sewer services at a supervisory level.

Experience working in the NSW local government industry.

5. Acknowledgment

I have received and read the position description as detailed above.

Job Occupant:

Date:

Name:

Supervisor:

Date:

Name:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are regularly reviewed to ensure they are current and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.