

POSITION DESCRIPTION



Title:	Coordinator – Resource Recovery Operations
Position Number:	2048
Classification:	Band 6
Directorate:	Infrastructure
Department:	Resource Recovery
Award:	Greater Shepparton City Council Enterprise Agreement / Victorian Local Authorities Award 2001
Incumbent:	Vacant

ORGANISATIONAL RELATIONSHIPS

Reports to:	▪ Manager Resource Recovery
Direct Reports:	▪ Resource Recovery Service Leader
Primary Internal Relationships:	▪ Manager - Resource Recovery ▪ Director Infrastructure ▪ Executive Leadership Team ▪ All staff
Primary External Relationships:	▪ Residents, ratepayers and the general public ▪ Customers, contractors and clients ▪ Industry associations and consultants

POSITION OBJECTIVES

Coordinate and lead the day-to-day operations of Council's Resource Recovery Centres (RRCs) and landfill facilities, ensuring the safe, efficient and effective delivery of waste management services to residents and commercial customers. Oversee site activities and contractor performance to maintain high service standards, operational efficiency and value for money, while ensuring facilities operate as reliable, customer-focused essential community infrastructure.

Drive best-practice waste management and resource recovery outcomes through strong operational control, continuous improvement and effective service delivery. Ensure all activities are conducted in compliance with environmental legislation, EPA requirements and Work Health and Safety standards, and support accurate monitoring and reporting of operational, compliance and budget performance.

KEY SELECTION CRITERIA

- Tertiary qualification in Business with Major in Financial Management, Project Management or relevant field; or demonstrated equivalent relevant experience
- Experience with supervision of staff.
- Sound knowledge of the waste and recycling industry, particularly as it relates to and impacts upon, the activities and responsibilities of local government.
- High level written and verbal communication skills and ability to problem solve.
- Knowledge of budgeting and financial management and experience in contract management.

KEY RESPONSIBILITY AREAS

Resource Recovery Centres and Landfill

- Coordinate day to day best practice operations at Resource Recovery Centres and Landfill in accordance with legislative and statutory requirements including EPA compliance.
- Administer waste management contracts at the Landfill and Resource Recovery Centres.
- Monitoring and reporting of operational performance at Resource Recovery Centres and Landfill in accordance with budget, EPA Compliance and Work, Health Safety and Environment (WHS&E) requirements.
- Organise and coordinate the provision of additional waste services including but not limited to Drum Muster and household chemical collections.
- Work with the Resource Recovery Service Leader to develop rosters for site staff and ensure an efficient on-call service for all waste management facilities.
- Coordinate meetings and the delivery of training programs for the resource recovery and landfill staff.
- Facilitate regular meetings with contractors as part of standard contract supervision.
- Monitor contract performance and provide regular reports about their performance to the Manager - Resource Recovery.
- Ensure EPA compliance for closed landfills (licensed and unlicensed) in accordance with General Environmental Duty (GED) requirements and approved aftercare management plans.
- Assist in the development and maintenance of Council's waste assets and services in an efficient and effective manner and in accordance with current best practice and environmental standards.

Kerbside Collection Service

- Ensure seamless waste disposal services across kerbside landfill waste collection, illegal dumping, and hard waste services, integrated with landfill and Resource Recovery Centre (RRC) operations.
- Work closely with the Contract Administrator Municipal Waste Services for implementation of the kerbside collection service.

Internal Waste Management Services

- Coordinate nappy collection service in alignment with service performance objectives.
- Coordinate illegal dumping collection service in alignment with service performance objectives.
- Coordinate hard waste / tip voucher collection service in alignment with service performance objectives.

Resource Recovery Education

- Work closely with the Coordinator – Resource Recovery Education to provide data and implement education programs and projects.

Compliance Management

- Develop, document and implement operational practices for all activities of Council's waste disposal sites that can be audited against the relevant State Environment Protection Policies and Council's Internal Audit Plan.
- Develop and implement procedures for the accurate recording and reporting of waste and recyclables information to satisfy the requirements of the EPA and other state agencies and Council's internal and external benchmarking and performance measures/indicators.
- Ensure that all activities within the Officer's areas of responsibility comply with statutory and legal requirements and Council policies.

Quality Management

- Prepare correspondence, publications and notices in relation to the areas of responsibility.
- Seek external funding support to deliver priority waste management programs and complete acquittal processes.
- Reconcile waste volumes and revenue for Council's waste management facilities.
- Prepare reports for the consideration of senior management, Council and external stakeholders.
- Provide timely professional advice to internal and external customers concerning programs and projects managed by the officer.
- Monitor the suitability and effectiveness of existing waste and recycling services as well as facilities.
- Monitor budget performance and provide regular reports to Manager - Resource Recovery.
- Implement Council and externally funded waste projects and initiatives within budgets and prepare and update acquittal reports.

Customer Service

- Assist in the management, administration and continued development of the Council's waste services including, transfer station operation and landfill operation in line with Council's Waste and Resource Recovery Management Strategy.
- Respond to customer complaints quickly and professionally.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position is accountable for:

- Conducting duties in a professional manner.
- Ensuring that the Manager - Resource Recovery is kept fully informed of activities.
- Monitoring and reporting on collection contracts at the Resource Recovery Centres.
- Providing sound judgement on waste management issues and providing advice to the general public and other Council Officers on related matters.
- Providing leadership to team members by clearly communicating corporate objectives and expectations.
- Proactively manage the performance of section budgets, people and assets as required.
- Ensuring that arrangements with suppliers are transparent and subject to formal arrangements.
- Ensure a safe workplace is maintained in both internal and external environments.

This position has the authority to:

- The degree of power and freedom to act. Subject to and within the framework of the provisions of relevant legislation and statutory requirements and Council's policies and procedures.
- Make decisions and take actions within the scope of the role as defined by the Key Responsibility Areas subject to Council's policies and procedures as directed by the Manager - Resource Recovery.
- Report to the Manager - Resource Recovery, any issues unable to be resolved in the workplace or outside the scope of this position.

Judgement and Decision Making

- Determine and implement the most effective and efficient manner in which the Council's goals, objectives and programs are delivered in the Waste Services Department.
- Making judgements and decisions as they relate to delegations and authorisation levels as agreed by Council.
- Determine and implement operational procedures and systems for optimal service delivery.
- Ability to identify, analyse and resolve issues under the control of the position.
- Developed problem solving skills and the ability to think clearly, quickly and laterally.

Multiskilling and additional duties

- The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skills, competence and training, provided such duties do not result in a narrowing of the employee's skill base.

SKILLS AND KNOWLEDGE

Specialist Skills and Knowledge

- Ability to work within a team environment and supervise multiple teams.
- Sound knowledge of purchasing, contracting and public tendering and the principles of contract law.
- Thorough understanding and knowledge of local government functions and statutory obligations.
- A high level of computer literacy and well-developed skills in the use of information systems and software.
- Specialist knowledge and experience in the supervision and management of waste disposal sites and waste collection services.
- Sound knowledge and understanding of landfill construction practices.

Management Skills

- Excellent time and schedule management and ability to deadlines and under pressure.
- Ability to effectively set priorities and plan, organise, lead and control activities to enable objectives to be obtained.
- Ability to recognise, support, develop and utilise the required skills of staff in the Waste Services team.
- Ability to effectively coordinate a team and escalate industrial and employment issues to the Manager - Resource Recovery
- Ability to monitor and implement program budgets and government funding for effective and efficient service provision.

Interpersonal Skills

- High level written and verbal communication skills and ability to gain the cooperation of clients, members of the public and other employees.
- Well-developed customer service skills, particularly when dealing with difficult customers and with a wide range of people from diverse backgrounds and groups.
- A commitment to teamwork and the ability to work in a team environment and contribute productively to management and project groups/meetings.
- Well-developed analytical and problem solving skills.
- Ability to liaise with other organisations to discuss specialist matters.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in Business with Major in Financial Management, Project Management or relevant field.
- Experience in waste and recycling (resource recovery) is desirable.
- Experience with supervision of staff.
- Sound experience with relevant software packages such as Microsoft Office and thorough knowledge in the application of Excel spreadsheets.
- Proven ability to handle potentially difficult clients.

OTHER INFORMATION

This position description is an overview of the role; reasonable adjustments to the role that do not change the overall level, scope or intent of the original position may be discussed and agreed to in consultation with the incumbent.

It is a prerequisite of this position that the incumbent holds and maintains a current:

- Victorian Drivers Licence

LEGISLATION

As a Council officer the incumbent is required to be aware of and adhere to the following acts, regulations and codes (as replaced from time to time):

- Local Government Act 2020
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 2010
- Greater Shepparton City Council – Employee Code of Conduct

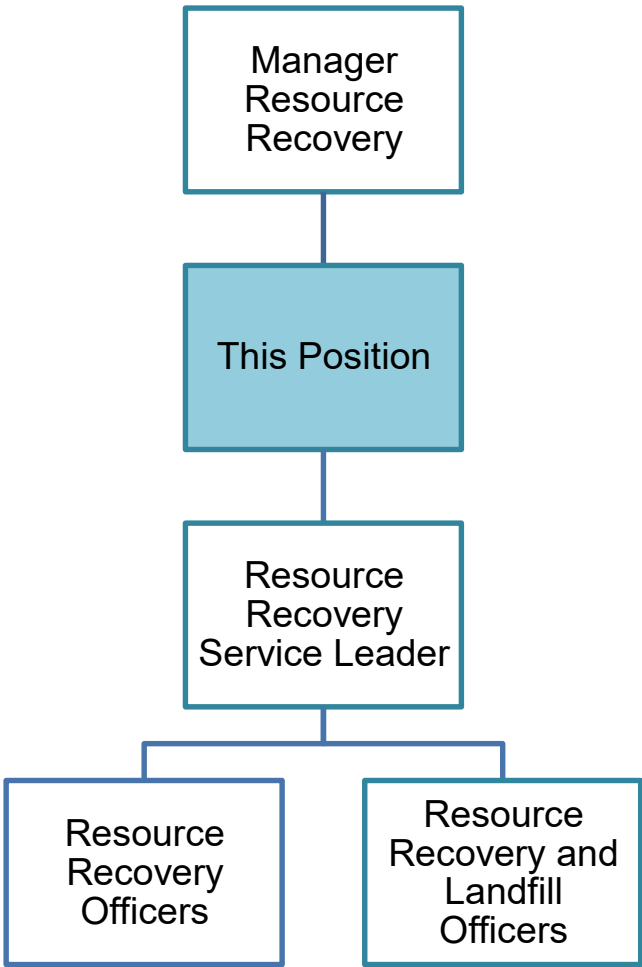
This is not an exhaustive list and individual roles may have responsibilities under other forms of legislation.

ORGANISATIONAL CONTEXT

Departmental Overview

The Resource Recovery Department provides Council's waste services including kerbside waste, recycling and organics collections, public litter bins, waste transfer stations and landfill operations.

The department strives to ensure all works/operations are completed efficiently, effectively, within budget and in accordance with the relevant Council plans, policies, best practice environmental standards, relevant legislation and guidelines.



Our Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation.

These values may be guiding principles of behaviour for all members in the organisation.



We are attentive, listen to others and consider all points of view in our decision making.



We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.



We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton Community.



We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.



We are open to new ideas and creatively seek solutions that encourage us to do our best for our community.



As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton Community.

SHARED ORGANISATIONAL RESPONSIBILITIES

Occupational Health and Safety

All employees are responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation. This includes:

- Taking reasonable care for their own safety and that of others at work.
- Obey all instructions from their supervisors to protect their own personal health and safety and that of others.
- Actively participate in OH&S training and awareness programs.
- Follow and encourage work group adherence to safe working procedures, instructions, guidelines and practices and recommend change if considered inadequate.
- Using safety devices and PPE correctly and when required.
- Reporting any incidents, near misses or safety hazards to supervisors, management or HSR's.
- Ensuring that they do not endanger any other person through any act or omission at work.
- Ensuring they are not affected by the consumption of alcohol or other drugs, illness or fatigue or endanger their safety or that of others.
- Actively participate in work group OH&S activities such as toolbox sessions.

Customer Service

Our customers are persons or organisations that use or needs a services provided by Greater Shepparton City Council. We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with Council objectives and statutory obligations.

Greater Shepparton City Council recognises customer service as a whole of Council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice.
- Listening to and understanding our customer needs.
- Developing skilled and motivated staff.
- Strengthening relationships between staff and the customer.
- Ongoing evaluation reporting and continuous improvement.

Recordkeeping

As an employee of the Victorian Public Service Sector, you have a statutory obligation to maintain the confidentiality, integrity and availability of public sector information. It is your responsibility to ensure you are fully aware of the recordkeeping responsibilities detailed in the Greater Shepparton City Council's Records and Information Management Policy, Framework and associated procedures. It is a requirement for all staff to create, capture and protect the full and accurate records of all work related decisions and activities into relevant approved corporate systems.

Emergency Management

Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act (1986 & 2013) and it is a core function of Council business. The incumbent may, at times be asked to assist in Council's emergency management operations, within reason.

Risk Management

All employees are to:

- Understand the principles and purpose of Risk Management and the associated framework activities.
- Understand all the risks associated with their activities and assist their Manager in the identification and management of risks.

Child Safety

Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

INHERENT PHYSICAL AND COGNITIVE REQUIREMENTS

The frequency of the physical and psychosocial demands required of the position are defined as:

Never (N)	Does not occur
Rarely (R)	May occur but does not occur daily or weekly. (1% - 5% of the time spent)
Occasionally (O)	Does occur, time is set aside to perform this activity. (6% - 33% of the time spent)
Frequently (F)	Occurs daily or takes up a large percentage of the day. (34% - 66% of the time spent)
Constantly (C)	Primary activity for this position. (67% - 100% of the time spent)

	N	R	O	F	C
Work Environment					
Indoors				X	
Outdoors				X	
Slippery Surfaces				X	
Uneven ground/Sloped areas				X	
Work in isolation			X		
Work in confined spaces		X			
Work at heights		X			
Work in dusty/fumes/foul smells					X
Exposure to loud noises requiring hearing protection			X		
Exposure to personal waste				X	
Body Posture					
Standing				X	
Sitting			X		
Squatting/Crouching			X		
Kneeling			X		
Twisting				X	
Bending				X	
Manual Handling					
Reaching or working overhead (above shoulder)			X		
Reaching forward			X		
Gripping/fine motor movement				X	
Pushing/restraining				X	
Driving a vehicle					X
Lifting floor to waist			X		
Lifting waist to overhead				X	
Lifting from a truck/trailer			X		
Lifting 0 - <5kg				X	
Lifting 5 - <10kg				X	
Lifting 10 - <15kg				X	
Lifting 15kg+				X	
Carrying awkward loads				X	
Climb steps/stairs/ladder				X	
Exposure to vibration		X			
Psychosocial					
Give direction to others					X
Dealing with aggressive customers					X
Dealing with upset customers					X
Supporting dependent persons					X

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	N	R	O	F	C
Cognitive					
Written communication					X
Verbal communication					X
Comply with legislation					X
Problem solve					X
Reason/make sense of things					X
Make critical decisions					X
Ensure accuracy/details					X
Remember names/details					X
Show creativity				X	
Examine/observe others					X
Work quickly					X
Concentrate amid distractions					X

ACCEPTANCE AND AUTHORISATION

Employee

I have read and understand the requirements and expectations of the Position Description. I agree that I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the key responsibilities and corporate values. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Name: _____

Signature: _____

Date: _____

Authorising Officer

By signing below the Authorising Officer indicates their agreement with and approval of the position description.

Authorising Officer Name: _____

Position: _____

Signature: _____

Date: _____