

## CITY OF WANNEROO POSITION DESCRIPTION

<b>POSITION TITLE:</b> Coordinator Kerbside Operations	<b>DIRECTORATE:</b> Assets	<b>DATE:</b> September 2024
<b>REPORTS TO:</b> Manager Waste Services	<b>SERVICE UNIT:</b> Waste Services	<b>LEVEL:</b> 9
<b>POSITION NUMBER:</b> 4418	<b>SUB UNIT:</b> Waste Operations	<b>ROLE FOCUS:</b> Advice
<b>ROLE BALANCE:</b> (People/Scheduling/Technical) 60/20/20	<b>JOB FAMILY:</b>	<b>ANZSCO CODE:</b>

### ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

### DIRECTORATE CONTEXT

The **Assets Directorate** is responsible for ensuring the City's assets are strategically planned, built and managed to a high standard. This includes ensuring the effective and efficient deployment of resources to maximise the benefits to the community. These benefits may be gained from major infrastructure projects like roads and buildings, and also community enhancing infrastructure like parks and coastal environments.

### POSITION CONTEXT

Under broad oversight of the Manager Waste Services, leads and manages the Kerbside Operations Sub Unit by applying specialisation in waste operations; and by applying specialist (technical) proficiencies to design and implement work practices and manage work flows safely and efficiently, ensuring the City's corporate business objectives are achieved to meet current and anticipated changing organisational needs.

Accountable for the work performance including conduct and safety, of reports within the Sub Unit as well as the culture and climate of their team as demonstrated through the alignment of behaviours to values.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers; members of the public; and City Leaders and employees.

A challenging aspect of the role is balancing the people management and technical elements of the role, along with strategic and operational delivery.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

## FUNCTIONAL ACCOUNTABILITY

Accountable for leading and managing the Kerbside Operations Sub Unit specifically the Municipal Solid Waste, Recycling and GO/FOGO Services.

Responsible for ensuring waste kerbside operations are effective and efficient in line with the City's corporate objectives, ensuring best practice and exemplary customer service across the team.

## KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Provide Leadership	<ul style="list-style-type: none"><li>• A positive and productive Sub Unit culture where team members are engaged and accountable for their work, achieving key deliverables.</li><li>• Clear objectives, project deliverables and outcomes required of the Sub Unit are identified, clearly communicated and achieved on an annual basis.</li><li>• Team member roles and accountabilities are clearly established and aligned with the Corporate Business Plan and the City's vision and values.</li><li>• Sub Unit capacity and capability is developed through effective recruitment, coaching, providing performance feedback, conflict resolution and encouraging career development.</li><li>• Provide leadership, support and advice to the Sub Unit to ensure accountability for their work and achievement of key deliverables.</li></ul>
Think Strategically & Manage Change	<ul style="list-style-type: none"><li>• Internal activities of the Sub Unit are effectively managed, reviewed and continuously improved to meet identified objectives.</li><li>• Change is effectively managed in the Sub Unit, ensuring the desired outcome is achieved.</li><li>• Policies, procedure and processes within specialist area or activity are interpreted, drafted and reviewed through key customer and stakeholder engagement, ensuring alignment with the Corporate Business Plan and customer needs.</li><li>• Innovative initiatives and business improvement strategies are recommended within area of Sub Unit activity.</li></ul>
Engage Customers and Stakeholders	<ul style="list-style-type: none"><li>• Sub Unit objectives are met through regular collaboration and engagement with customers and stakeholders.</li><li>• Relationships with customers and stakeholders are effectively maintained, achieving the Sub Unit's objectives.</li><li>• Well researched, timely and accurate reports are developed as related to the Sub Unit's activities, tailored to the needs of the audience.</li><li>• Capability within the Sub Unit is utilised effectively, achieving on key deliverables.</li><li>• Specialist advice and information is provided to stakeholders on emerging issues within waste kerbside operations with consideration to plans, resourcing and priorities.</li></ul>
Efficient & Effective Delivery	<ul style="list-style-type: none"><li>• Emerging issues are identified, evidence-based options are developed, and appropriate solutions are recommended and implemented.</li><li>• A culture of excellence in service delivery is evident through the conduct and performance of Sub-Unit team members' high standard of output and quality communications with customers.</li><li>• The Sub-Unit's overall achievement of set objectives is consistently attained.</li><li>• Sub-Unit processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.</li></ul>

Manage Resources,  
Governance,  
Compliance & Risk

- Sub-Unit work processes, including setting tasks and priorities, managing workflow and allocating resources, is managed efficiently and effectively.
- Allocated budgets are effectively managed, demonstrating cost effectiveness and efficiency in the use of rate payer's money in the pursuit of Sub-Unit objectives.
- Adequate controls are in place to manage governance, compliance and risk across the Sub-Unit, as measured through the City's corporate risk framework.

## CAPABILITIES REQUIRED

### Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as business or commerce.
- Significant experience in a similar role within a large and complex organisation.
- C class Drivers Licence.

### Skills and Knowledge:

- Knowledge of business planning, resource planning and budget management.
- Extensive knowledge of relevant legislation and regulations.
- Advanced people management skills to direct, manage, evaluate and motivate staff.
- Advanced communication (written, verbal and public speaking) and problem-solving skills.
- Advanced research and analysis skills.
- Advanced negotiation and influencing skills.
- Advanced organisational skills.
- Advanced skills in the efficient utilisation of information systems and technology.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

### Key Stakeholder Relationships:

- Provide advice and support the Manager Waste Services and Director Assets to assist them to carry out their roles.
- Provide advice and guidance to the Manager and Director on the status and function of the Sub Unit and ensure that processes are administered in accordance with legislation and agreed policies, procedures, processes service level agreements or legal instruments.
- Provide support and guidance to team members within the Sub Unit to sustain a team capable of producing the required outputs and adding value to the Directorate.
- Consult and engage with relevant stakeholders to gain their cooperation with the delivery of the Sub Unit's strategic objectives.

### Role Authorities:

- Leads the Kerbside Operations Sub Unit.
- Local Government Regulations and Act delegations as well as other relevant legislation, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and technical support at a Coordinator level.
- Accountable for the capability of the Sub Unit to provide accurate technical advice.

**VERIFICATION**

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

**Leader:** John Gault, Manager Waste Services

**Date:** 25 Sept 2024



**Next Up Leader:** Harminder Singh, Director Assets

**Date:** 25 Sept 2024

