

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Waste Technical Officer	DIRECTORATE: Assets	DATE: January 2024
REPORTS TO: Senior Project Manager Waste Services	SERVICE UNIT: Waste Services	LEVEL: 6
POSITION NUMBER: TBC	SUB UNIT: Waste Services	ROLE FOCUS: Service
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

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 supervision of the Senior Project Manager Waste Services, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience, and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

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

This role may work outside of normal business hours to support the delivery of service unit activities.

A challenging aspect of the role is undertaking accurate and consistent customer service and outcomes within an environment that includes regular interruptions, competing priorities and prescribed timeframes. Incumbents must be able to communicate with a wide variety of people in a professional manner, displaying patience, tact and diplomacy when needed.

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

Oversees the development, delivery and management of programs, contracts and processes that promote positive waste choices and supports the City's Strategic Waste Management Plan.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Collaboration & Teamwork	<ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting, and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and leaders.• Contributes to the development of business improvement initiatives.
Customers & Stakeholders	<ul style="list-style-type: none">• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.
Efficient & Effective Delivery	<ul style="list-style-type: none">• Develops, implements, and evaluates waste compliance programs, initiatives and learning resources that enable achievement of the Strategic Community Plan and Corporate Business Plan.• Researches, analyses and reviews waste management and education issues, and recommends evidence based options and solutions for improvement and mitigation.• Liaise with residents to promote waste reduction and recycling and implement programs providing a community-friendly waste collection and disposal service.• Investigate illegal dumping, which includes collecting evidence for prosecutions, ensuring compliance with waste collection requirements and conducting bin audits.• Implements and contributes to the development of contract management plans, resolve issues, monitor performance, and negotiate contract variations through effective supplier relationships to enhance business outcomes.• Identifies, mitigates, and escalates contract performance issues and risks to enable the organisation to meet its obligations and maximise business opportunities.• Prepares reports in functional area or activity tailored to the needs of the audience.• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.• Proposes innovation and business improvement initiatives within area of accountability activity.
Systems & Processes	<ul style="list-style-type: none">• Maintains relevant registers, databases, and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.• Follows the City's administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.• Contributes to the development of processes and procedures that support the work of the business unit.
Resources, Governance, Compliance & Risk	<ul style="list-style-type: none">• Monitors budgets and prepare financial reports under guidance of Leader.• Ensures knowledge of and complies with safety, legislative, regulatory, financial, and administrative frameworks.

- Represents the City in an honest, ethical, and professional way, ensuring adherence to the City’s Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community, and the City’s reputation.
- Ensures contractors are aware of the City’s OSH policies and procedures and adhere to them.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline, such as Environmental Science, Sustainability or Education is required/desirable
- Relevant experience in a similar role is required.
- Intermediate experience in the efficient utilisation of information systems and technology.
- C class Drivers Licence.

Skills and Knowledge:

- Intermediate computing, numeracy, and literacy skills.
- Intermediate organisational skills with the ability to prioritise competing tasks.
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- Advanced communication and problem-solving skills.
- Intermediate research and analysis skills.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including operations where interaction with members of the public may be reasonably expected to occur.

Key Stakeholder Relationships:

- Support the Manager Waste Services & Senior Project Manager Waste Services to assist them to carry out their role.
- Communicate, engage, and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- *Local Government Act regulations* and *Act delegations*, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a team member level.

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

Kylie Howarth

Date
23/01/2024

Next Up Leader

Grant Chettleburgh

Date
23/01/2024