

Position Description

Senior Operations Officer Waste Avoidance and Resource Recovery (WARR)

Position profile

Business Unit	City Presentation	Position number	
Department	Waste & Cleansing Services	Status	Full Time Permanent
Salary group	Grade 10	Date endorsed	September 2019
Reports to	Coordinator Waste Avoidance & Resource Recovery		

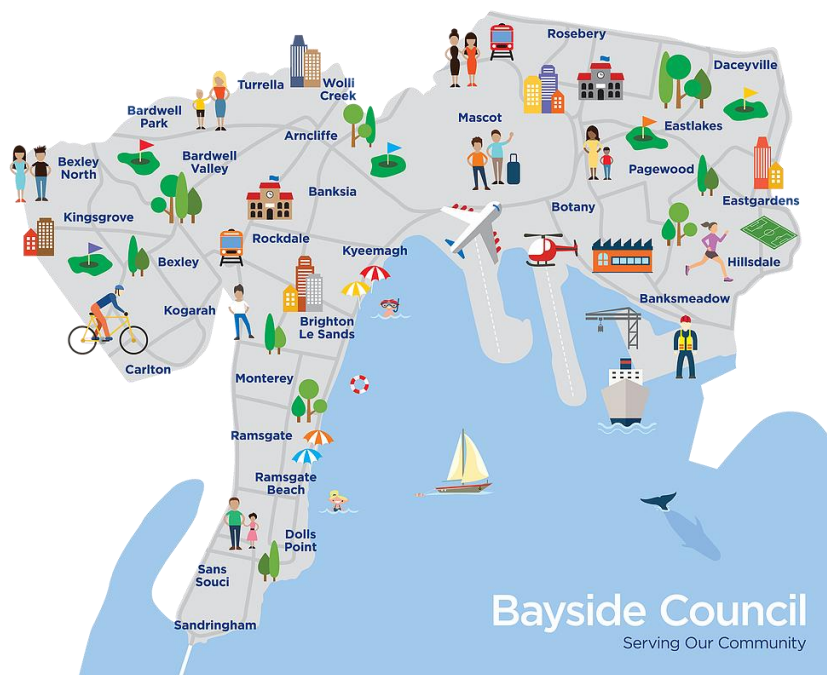
Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney's south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

Primary purpose of the role

This role is predominately operational based in nature, working predominately in the field to manage and coordinate the delivery of Waste Avoidance and Resource Recovery initiatives and programs such as, but not limited to, community recycling drop off events, education/regulation events, collection of problem wastes (including asbestos), distribution and installation of education materials/infrastructure, waste regulations and surveillance, contamination management programs, public place and community recycling, and other Waste & Cleansing Services projects.

This role involves aligning the delivery with Council's Waste Avoidance and Resource Recovery (WARR) Strategy, Council's Education and Regulations Action Plan, and meet Council's service levels and guarantees.

This role is responsible for the allocation, supervision, monitoring and reporting of a wide range of waste and cleansing activities and to ensure that all allocated work and/or programs are met.

This role involves working/hot-desking at multiple Council locations across Bayside.

Key accountabilities

Within the area of responsibility, this role is required to:

- Supervise and guide multiple teams and workers on a program/event basis to deliver a high standard of reactive, proactive and scheduled work.
- Conduct the necessary and appropriate 'tool box' meetings for each program/event and allocate tasks to all staff.
- Conduct the necessary and appropriate worksite inspections and monitor work team progress to ensure program/event schedules are followed and completed.
- Prepare risk assessment reports for and provide team instructions to ensure that all required corrective actions are undertaken.
- Provide staff with feedback relating to quality of work and productivity and implement strategies to improve team delivery of quality outcomes.

- Provide regular reports on staff performance and resource levels to enable the Coordinator to address identified risk and compliance issues.
- Show leadership within the team through staff motivation techniques and manage program/event issues.
- Prepare correspondence to inform customers and property owners of any action taken, whilst maintaining a high standard of relations with the community.
- Assist with waste research, surveys, audits, analytics and reporting.
- Carry out operational and regulatory responsibilities in accordance with Council's plans, policies and procedures, and in accordance with WH&S legislation.
- Provide feedback to enable Coordinators/Manager to improve the service delivery, highlight WH&S issues, and risk or compliance requirements.
- Actively participate and contribute constructively to team discussions and meetings to enhance productivity, efficiency and safety.
- Undertake any other reasonable outcomes identified and authorised by General Manager, Director, Manager, or Coordinators.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.

Key challenges

- Identifying and resolving program/event issues to maintain a positive customer experience and quality level of service.
- Ensure all stakeholder engagement activities align with Bayside Council organisational direction, strategy and plans and meet the needs of the local community.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Managing time to ensure that a balance is achieved between team leadership, work monitoring, administrative duties and delivery of other key priorities.
- Acting as a responsible role model to the public and ensuring all stakeholder engagement activities align with Bayside Council organisational direction, strategy and plans and meet the needs of the local community.
- Delivering value for all stakeholders in an ethical, social and environmentally responsible manner.
- Balancing community expectations, staffing and resources and government requirements in a politically sensitive environment.

Role Dimensions

Decision Making

- The role is responsible for delivering programs, initiatives, requests and events, on time, to meet expectations in terms of quality, deliverables and outcomes.
- Accountable for implementing the decisions made by the governing body, General Manager, Directors and Managers of Council.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.
- Determine and undertake day-to-day work priorities in line with approved budget and Council's plans.

Essential Requirements

- Operational experience in a relevant field.
- Demonstrated experience and knowledge within relevant field.
- Current Class C and HR Vehicle Driver's Licence.
- A SafeWork NSW white card (general construction induction card).






Desirable Criteria

Successfully applicant is expected to obtain or possess the following:

- Traffic control training (red, blue, yellow).
- Asbestos identification and non-friable asbestos removal training.
- Forklift licence.
- Working With Children.
- Intermediate aptitude using Microsoft Word, Excel, Outlook or equivalent.

Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Adept	<ul style="list-style-type: none"> Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Ensure services to the community are achieved as committed Progress organisational priorities and ensure effective acquisition and use of resources

Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Ensure defined scope and goals are measured and delivered • Deliver performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • In collaboration with the Supervisors, Coordinators and Manager evaluate progress and identify improvements to inform future projects
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Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives • Wear personal protective equipment and follow safe work procedures, where relevant • Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and • Participate in incident investigations and risk assessments within 24 hours of notification. <p>INDOOR EMPLOYEE: To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> • Lifting/moving files, storage boxes etc, • Moving equipment for set up and storage, • Moving tables and chairs for meetings or training,

	<ul style="list-style-type: none"> Sitting and working posture when in meetings and at the workstation.
Code of Conduct	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
Records Management	Comply with Council's Records Management policies, procedures and guidelines.
Disclosures of Interest	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
Equal Employment Opportunity	Comply with EEO based legislation and Council's policies, procedures and guidelines.

HUMAN RESOURCES USE

Does this position fall under the definition of child related employment?

No

Does this position require incumbent to undergo criminal reference check?

No

Does this position require incumbent to demonstrate good driving record or possess a specific licence?

Yes

Specify licence: Class HR and C Drivers Licence

Will incumbent need to make disclosure of pecuniary interest?

No

Could there be a conflict of interest with secondary employment?

Yes