

COORDINATOR RESOURCE RECOVERY

POSITION ID	
CLASSIFICATION & TENURE	Band 7 – Permanent Full Time (1.00 FTE)
DIRECTORATE	Infrastructure and Delivery
DEPARTMENT	Resource Recovery
LOCATION	Daylesford with travel to various sites within the municipality
REPORTS TO	Manager Facilities and Circular Economy
DIRECT REPORTS	Transfer Station Team Leader, Resource Recovery Education Officer and Resource Recovery Officer

OUR VALUES



POSITION PURPOSE

Actively lead Council's resource recovery functions including the management of contracts for kerbside collection services and for various services relating to transfer stations.

Coordinate operations of Council's transfer stations.

Continually review and look for operation improvements and efficiencies to support circular economy and waste reduction initiatives.

Develop a Resource Recovery Policy and adhere to the Sustainable Hepburn Strategy.

Work with community members on initiatives and programs that reduce waste to landfill and improve rates of recycling and re-use.

KEY RESPONSIBILITIES AND DUTIES

- Oversee the successful delivery of resource recovery and waste services including projects.
- Implement our Sustainable Hepburn Strategy as it relates to low waste and circular economy initiatives.

- Ensure Council is demonstrating leadership in supporting community members and businesses to reduce waste to landfill and improve rates of municipal recycling and circular economy opportunities.
- Management and procurement of Council's resource management contract(s) including kerbside collection services and any additional collection services introduced.
- Oversee the operation of Council's transfer stations and waste / recycling facilities, currently situated at Creswick, Daylesford and Trentham including the sourcing of markets for recycled materials.
- Draft annual budget requirements and monitor performance against annual budget allocations to ensure operations are within allocations and report on variances where necessary.
- Ensure Council remains compliant with all legislative requirements and EPA best practice guidelines relating to the collection, storage and transport of waste and the management of current and former waste facilities.
- Collect and collate waste and resource recovery data from a number of sources and compile reports as required (e.g. for Executive, Council, Sustainability Victoria, Local Government Reporting Framework).
- Continually monitor the quality and performance of Council's resource recovery management functions including those functions that are carried out by external providers.
- Develop business cases for new initiatives and projects that meet identified priorities and the objectives of the Sustainable Hepburn Strategy
- Adopt and instil an active focus towards the continual improvement of business processes and work to maintain a high performing and efficient team.
- Lead by example and foster a strong customer service approach amongst the team towards both internal and external customers.
- Prepare reports as directed for Manager approval and Council consideration.
- Respond to all requests for corporate information in a timely and accurate manner.
- Assist the Manager Facilities and Circular Economy by performing various other functions and duties as required in working towards the achievement of the organisation's goals and objectives.
- Manage staff resources to ensure service levels are adequate, consistent and meet the requirements of the organisation and community needs.
- Mentor and support staff.
- Develop productive and collaborative working relationships with other Council departments and key stakeholders.
- Maintain appropriate records and provide required reports to the Manager.
- Responsible for the supervision of activities undertaken by employees and contractors for specific work activities and areas daily.

- Ensure all works follow established procedures and are carried out in a professional manner.
- Ensure all works are carried out within the required time, to the required quality and within budget unless otherwise agreed with the Manager.
- Facilitate the annual budget development process for the Team, including budget bids, budget monitoring, reviews and reporting.
- Prepare relevant corporate reporting and collation and reporting of Local Government Reporting Framework data as required and completed in the required timeframes.
- Other duties / tasks as may be required by the Manager Communications and Customers to achieve work plan or program outputs.

ORGANISATIONAL RESPONSIBILITIES

<p>Policies, Legislation, Behaviours & Values</p>	<ul style="list-style-type: none"> • Comply with all Council policies, procedures, and goals, including the Code of Conduct and Council’s adopted values; and the regulatory and legislative requirements relevant to the department. • Demonstrate behaviours of the highest integrity, free from bullying, harassment and discrimination.
<p>A Safe and Healthy Workplace</p>	<ul style="list-style-type: none"> • Embrace Council’s commitment to providing a safe and healthy working environment by performing duties in accordance with the Occupational Health & Safety Act 2004, OHS Regulations 2017, codes of practice, policies and procedures. • Ensure that due care and diligence is undertaken at all times and that actions do not create a risk to self and others • Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
<p>Child Safe Standards</p>	<ul style="list-style-type: none"> • Hepburn Shire Council is committed to creating a child safe organisation where children and young people are respected, valued and encouraged to reach their full potential. • Hepburn Shire Council’s policies and procedures support the implementation of requirements under the <i>Child Wellbeing and Safety Act 2005</i> and the <i>Child Safe Standards</i>. • All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.
<p>Confidentiality</p>	<ul style="list-style-type: none"> • Maintain confidentiality in respect of all dealings of a sensitive or confidential nature. • Ensure Council records are maintained in the approved record management system in an accurate and timely manner.
<p>Customer Experience</p>	<ul style="list-style-type: none"> • Promote excellence in the customer experience and in conjunction with your manager or people leader, identify, review and

	implement strategies to improve customer experience quality and efficiency.
Emergency Management	<ul style="list-style-type: none"> Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During a CEO identified emergency an employee may be required to complete alternative work including administration, logistics and specialist support.
Corporate Training	<ul style="list-style-type: none"> Participate as directed in training and education to maintain compliance and up-to-date knowledge.
General	<ul style="list-style-type: none"> Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement. Other duties undertaken are within the scope of the employee's skills, competence, and training, relevant to the position band, as requested by the people leader.

CLASSIFICATION DEFINITIONS

Accountability & Extent of Authority	<ul style="list-style-type: none"> Accountable to the Manager for the quality, effectiveness and timeliness of project delivery. Accountable for compliance with various statutory obligations and Council policies. Provide advice to the Manager. Provide advice and direction to the Resource and Recovery in accordance with organisational policies, objectives and prescribed budgets. The effective and efficient performance of all duties and key responsibilities as prescribed in this Position Description. Development of policies and procedures and ensure all resources and contracts within area of responsibility are monitored and managed appropriately. Wide scope to use analytical, research and investigative skills. Provision of accurate, timely and meaningful advice to the Manager, Leadership Team and staff. Adopt a pro-active risk management approach to all Council activities that the incumbent is responsible for and ensure that risks are identified, quantified and controlled and that Council employees, contractors and the community are protected against reasonable loss. Accountable for the achievement of agreed, specific performance objectives for the position and for continuous improvement in performance and productivity of the position and its direct reports.
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	<ul style="list-style-type: none"> • Accountable for implementing and promoting Council’s People & Culture and Occupational Health and Safety policies and ensuring members of the team follow appropriate workplace practices. • The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.
<p>Judgement & Decision Making</p>	<p>The occupant will need to apply judgment and problem-solving skills in meeting the requirements of the position and be able to:</p> <ul style="list-style-type: none"> • Liaise with all stakeholder groups to achieve high quality practices and procedures. • Make decisions based on knowledge of financial legislation, Local Government Act, Accounting Standards, and council policies and procedures. • Use discretion to prioritise and plan work outputs to meet with the requirements of the position. • Exercise judgement and solve problems using specialist knowledge and the adaptation of techniques used elsewhere to new situations. • Make decisions based on their understanding and knowledge of project scope, and work plans, and provide recommendations in regard to this work. • There may be a degree of complexity in the work undertaken. Problems encountered may involve applying known methods and procedures to new situations. The incumbent will be expected to actively keep abreast of current professional knowledge in the areas within its remit.
<p>Specialist Skills & Knowledge</p>	<ul style="list-style-type: none"> • Thorough understanding of customer relationship management within local government with the ability to interpret policies, procedures and legislation, and provide advice to management and staff. • Ability to successfully coordinate staff, manage performance against defined objectives and apply measurement and reporting to quantify outcomes. • Excellent administration skills and proficiency with contemporary information management programs and systems. • Broad knowledge of process and business system improvement methods together with project management approaches.

	<ul style="list-style-type: none"> • Demonstrated ability to liaise and communicate effectively on complex issues so that stakeholders and clients work towards achieving quality outcomes. • Flexibility in approach, ability to think laterally and apply innovative practices to satisfy the needs of changing circumstances. • Ability to interpret and understand legislation – in particular the Local Government Act. • Ability to grasp new concepts, adapt to change and develop others. • Excellent knowledge of Operations and plant policies and procedures.
<p>Management Skills</p>	<ul style="list-style-type: none"> • Skilled leadership and influencing skills • Knowledge and ability to implement personnel practices including equal employment opportunity and work health and safety when working with staff, contractors and members of the community. • Ability to set priorities and achieve set objectives within resources available and within a set time frame despite conflicting pressures. • Ability to handle a variety of complex issues concurrently and with minimal supervision. • Ability to train staff and gain their commitment to a culture of sustainability. • Excellent communication skills that can be adapted to various recipients • Well-developed skills using Microsoft Office (Word, Excel, PowerPoint), email, web and mobile based forms and databases, and other corporate systems (including records management, finance/procurement systems) • Sound knowledge of personnel practices to ensure compliance with Work Health Safety requirements and Equal Employment Opportunity guidelines.
<p>Interpersonal Skills</p>	<ul style="list-style-type: none"> • Ability to work collaboratively and strategically using influence across differing Council Units to encourage and support joint cooperation and mutual success. • Well-developed written and oral communication skills. • Demonstrated ability to work in a team environment and positively contribute to the team.

	<ul style="list-style-type: none"> • Ability to work effectively and gain co-operation from staff and contractors in order to achieve the objectives of this position. • Demonstrated ability to handle enquiries in a courteous and timely manner whilst resolving issues. • Well-developed consultative skills and proven success in implementing change. • Well-developed skills to motivate people, gain cooperation and provide a catalyst for cultural change.
Qualifications & Experience	<ul style="list-style-type: none"> • Completion of a degree or diploma course in sustainability, waste management, environmental science or a business discipline or demonstrated extensive industry experience in this area. • Demonstrated knowledge practical understanding of resource management and circular economy practices and principles. • Ability to lead and develop a team or direct reports as well as actively participating in cross-functional teams to achieve goals

SELECTION CRITERIA

Selection will be based on the following Selection Criteria however, reference will also be made to other listed skills, knowledge, and attributes as required in the Position Description

Essential

- Completion of a degree or diploma course in sustainability, waste management, environmental science or a business discipline or demonstrated extensive industry experience in this area.
- Demonstrated knowledge practical understanding of resource management and circular economy practices and principles.
- Proven ability to schedule and co-ordinate work programs, including the management of resources, across a range of activities.
- Strong team building experience, with a proven ability to lead cultural change, manage performance and influence team members to strive to deliver excellent customer service.
- Excellent collaboration skills and a positive approach to finding joint solutions.
- Demonstrated results in transforming business (process, people and IT) systems to deliver improvements in efficiency, quality and collaboration, particularly in transactional customer service-related areas.
- Strong communication skills and the ability to work proactively with management, team leaders and staff at all levels.
- Ability to manage and prioritise competing requirements, demonstrating flexibility and initiative to meet key deliverables.

- Demonstrated ability to drive learning and development and process improvement.
- Ability to demonstrate and display the Hepburn Shire Council values - accountability, respect, excellence, trust and fun.

Desirable

- Relevant experience within a local government environment would be highly regarded.
- Experience in effective project and program management.

OTHER REQUIREMENTS

- Maintain a satisfactory National Criminal History Check.
- Working with Children Check
- A current Australian Drivers Licence

APPROVAL

Approved by (Department)	Complete
Reviewed by (P&C)	Complete
Date	15 October 2024
Employee Acceptance	Your signature indicates your understanding, agreement and approval of the position description. This position description is current at the date of issue and subject to the review at least annually, in consultation with the employee.
Name	
Signature	
Date	

PHYSICAL AND PSYCHOLOGICAL REQUIREMENTS

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling - above 5 kg below 10 kg			✓	
Manual handling - above 10 kg			✓	
Manual handling – lifting above shoulder				✓
Working with arms above head				✓
Repetitive bending/twisting				✓
Using vibrating / powered hand tools				✓
Close inspection work				✓
Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)			✓	
Wearing hearing / eye protection				✓
Using chemicals				✓
Repetitive hand washing / cleaning				✓
Working at heights				✓
Working in confined spaces				✓
Working in heat (over 35 C)				✓
Working in cold (under 5 C)				✓
Driving vehicles / operating plant			✓	
Using a keyboard	✓			
Writing by hand			✓	
Transcribing from hard copy			✓	
Audio transcription			✓	
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)			✓	
Other _____				