



POSITION DESCRIPTION

Position Title:	Waste Services Education and Communications Officer		
Classification:	Band 6	Status	Full time ongoing
Group:	Infrastructure and Environment	Business Unit:	Infrastructure Services
Reports to:	Team Leader Waste Projects		
Direct Reports:	Nil	Date:	Jan 2026

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

This position will advise on and evaluate communications and engagement activities specific to waste services within Cardinia Shire. Including initiatives and opportunities that promote the inclusion of, and build the capacity of, people and community groups to achieve healthy, strong and connected townships and communities through adherence with council's Community Engagement Policy, Waste and Resource Recovery Strategy and other related legislation.

The role will develop and strengthen relationships between the community and Council as we work towards building a sustainable Cardinia Shire by ensuring Council's responsibilities to effectively communicate, consult and engage with stakeholders are fulfilled and that initiatives meet legislative and policy obligations related to waste management.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

Communications

- Advise and support the waste services team to ensure effective, regular, relevant promotion of Council services is achieved, including through the development of Communications Campaign Plans.
- Coordinate and develop the production of internal and external communication material as required, including through the development of Communications Campaign Plans.
- Deliver actions from relevant Communications Plans/Campaigns Action Plans.
- Develop, implement and evaluate a broad range of communication/information/public relations strategies, programs and activities to ensure effective internal and external communications that promote a positive image of Cardinia Shire Council.
- Support development and delivery of engagement and education initiatives as required.
- Other duties as directed by Team Leader/s in Communications and/or the Coordinator Waste Management Services

Engagement

- Support the implementation of relevant Engagement Strategy Action Plans.
- Research and develop new techniques and opportunities for engaging a broad section of the community and ensure that community consultation practices and tools are continuously improved.
- Advise on and support the preparation of Engagement Plans to document engagement activities being undertaken within the community.
- Provide expertise and advice regarding communications and consultation for Council projects that encourage and maximize community awareness and participation.
- Run reports to provide information and data for communications and engagement plans and activities.

Media and community relations

- Draft, edit, and coordinate content for media releases, newsletters, social media, website updates, advertisements, and other communication materials where required

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.

- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Making operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Formal input into policy development within their area of expertise and/or management.
- In positions where the prime responsibility is for resource management, the freedom to act is governed by policies, objectives and/or budgets, with a regular reporting mechanism to ensure achievement of goals and objectives.
- In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect on individual clients of decisions and actions may be significant but is usually subject to appeal or review by more senior employees.

JUDGMENT AND DECISION MAKING

- Operate in a specialised environment with methods, procedures and processes developed from theory or precedent.
- Problem solving may involve the application of these techniques to new situations.
- The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Exercise judgement, considering operational requirements, utilising existing policies and procedures, relevant legislation and the Enterprise Agreement to make decisions, with review from more senior employees.
- Work involves the application of improvement suggestions, recommendations and problem solving.
- Guidance and advice is usually available however, the incumbent must display significant independent ability and knowledge when making decisions.

SPECIALIST KNOWLEDGE AND SKILLS

- A comprehensive understanding of local government's legislated role in community engagement, including a comprehensive understanding of deliberative engagement.
- Experience in consulting and working with community stakeholders to facilitate engagement activities.
- Proficiency in the application of Communication and Public relations disciplines.
- Media relations and issues management.
- Well-developed knowledge of community engagement principles and processes including the IAP2 community engagement model.
- Traditional and digital communications skills with a working knowledge of social media and online

communications tools.

- Ability to meet deadlines.
- Skilled in delivering and evaluating strategic communications and engagement campaigns within a complex environment.

INTERPERSONAL SKILLS

- Ability to gain cooperation and assistance from clients, members of the public, other employees in the administration of well-defined activities and in the supervision of other employees where appropriate. Ability to liaise with counterparts in other organisations to discuss specialist matters and within the organisation to resolve intra-organisational problems.
- Demonstrate self-awareness and a commitment to personal growth.
- Display resilience and agility in a changing work environment.
- Possess excellent communication (written and verbal) and interpersonal skills with the ability to clearly articulate and present information as required.
- Proven ability to build and maintain productive and respectful relationships and partnerships.
- Ability to work effectively as part of team to deliver positive organisational outcomes.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to staff.

MANAGEMENT SKILLS

- Where management of employees is part of the job, the position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.
- Ability to make independent decisions, good judgement and work with autonomy, initiative, and minimum supervision.
- Managing time, setting priorities, planning and organising own work and where appropriate other employees, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Degree or diploma and some relevant experience OR lesser formal qualifications with substantial experience (or through substantial relevant experience in the field of specialist expertise) OR through substantial relevant experience in the field of specialist expertise.
- A current Victorian drivers licence.

KEY SELECTION CRITERIA

- Tertiary qualifications in an appropriate field with previous experience in a similar position.
- Knowledge of waste collection, disposal, recycling and waste minimisation methods and community engagement applicable to these activities (desirable).
- Exceptional stakeholder engagement with all levels of employees, including experience negotiating with and influencing leaders to ensure proactive communications solutions that align with organisational needs and strategy.
- Sound communicator (written and verbal) with the ability to gain the trust and confidence of leadership, employees and professionals from a wide range of disciplines.
- Capable of producing sound and confident decisions and solutions within critical timelines.
- Ability to work in and contribute to a positive small team environment.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full time ongoing position
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.