



Position Description Waste Services & Contracts Manager

The incumbent of this position is employed by the City of Port Adelaide Enfield (PAE) and seconded to Central Adelaide Waste and Recycling Authority (CAWRA) supporting City of Charles Sturt (CCS) and City of Port Adelaide Enfield (PAE).

The position is:

Position Title	Waste Services & Contracts Manager		
Department & Section	CAWRA		
Team	Waste Management		
Reporting to	CEO - CAWRA		
Positions Reporting to it	Waste Customer Service & Contracts Administration Officer		
Classification and Stream	Level 7 – 3-Year Fixed Term Contract		
Position Number		Prescribed Position:	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>

How does this position contribute to our community?

This position is responsible for the management, governance and strategic oversight of the waste and resource recovery contracts and services function across CAWRA and Constituent Councils, ensuring the delivery of sustainable, compliant, financially responsible and innovative waste and resource management outcomes that protect the environment, contribute to the local economy and meet community expectations.

What does the position do?

The position provides strategic leadership, governance, and oversight of all waste and resource recovery contracts and services across CAWRA and Constituent Councils. It ensures services are effectively planned, procured, and managed to deliver compliant, high-quality, and value-for-money outcomes for Councils and the community.

- Develop, implement and manage the strategic and operational framework for waste and resource recovery contracts and services across CAWRA and Constituent Councils. Provides a high level of customer service to internal and external stakeholders, including Council residents, ensuring timely resolution of issues and maintaining confidence in waste and resource recovery services.
- Lead procurement, tendering, negotiation and contract waste award processes for waste and recycling services under delegated authority, ensuring compliance with legislative, policy and governance requirements.
- Exercise significant judgement and authority in determining contract enforcement actions, negotiation positions, dispute resolution outcomes and service model changes.
- Provide expert advice and make recommendations to the CEO and Constituent Council's leadership teams on waste and recycling service models, transitioning to a more circular

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economy, commercial risks, contract strategy and long-term investment options, including decisions that affect Constituent Councils.

- Resolve complex, multi-council service and contractual issues requiring the balancing of financial, environmental, political and community risks.
- Establish, implement and review contract management and governance frameworks, procedures and performance standards that impact council-wide service delivery.
- Lead the planning, governance and delivery of major projects and programs of an integrated waste management service within the community in accordance with CAWRA and Constituent Councils plans, strategies and policies.
- Evaluate program and service delivery outcomes, ensuring lessons learned inform continuous improvement and future strategic planning across the waste function.
- Plan, direct and evaluate the ongoing delivery of waste and resource recovery services to ensure alignment with strategic, financial and performance objectives.
- Analyse and report on data relating to waste management contracts and services and identify trends and emerging issues to inform decision making and future planning.
- Prepare, manage and monitor operational budgets associated with waste contracts and services, including reporting on performance and variances and on cost effectiveness. Contribute to setting and managing budgets.
- Monitor and report on CAWRA and Constituent Councils' suite of waste management contracts and programs and initiate corrective measures to ensure that the services provided are in accordance with relevant contracts.
- Identify and pursue opportunities to improve financial sustainability, community and environmental outcomes for CAWRA and its Constituent Councils.
- Lead and influence complex stakeholder relationships across multiple councils, contractors, regulators and industry bodies to achieve coordinated, harmonised and politically sensitive outcomes.
- Provide functional leadership and direction to staff and stakeholders involved in waste contracts and services, including coaching, performance oversight and professional development.
- Prepare reports that inform the executive and Council decision making on waste and resource management, services and contract performance, policy and strategic direction.
- Provide strategic oversight of contractor performance, risk and compliance, deliver expert advice to Constituent Councils and contractors, and lead the resolution of escalated issues and complaints across CAWRA waste and resource management contracts and Constituent Councils.

What outcomes does the position deliver

Contract Management Outcomes:

- Effective contract management frameworks are implemented and continuously improved
- Services are delivered in line with agreed performance standards, KPIs, and contractual obligations
- Strong governance and oversight of contracts is maintained across their full lifecycle
- Service quality is proactively monitored, with issues identified and addressed in a timely manner
- Contractors consistently meet performance obligations, with risks actively managed and mitigated
- Delivery of a high level of customer service and responsiveness to the community.

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- A financially sustainable waste and resource management service that supports a circular economy.
- An innovative waste management service that uses technologies and methodologies to improve waste management and service to the community.
- CAWRA and Constituent Councils work as a combined team to address waste-related matters and concerns.
- Delivery of quality waste and resource recovery services through CAWRA contracts across Constituent Councils.

The behaviours we expect the position to contribute to our workplace are:

- A commitment to improved waste and resource management practices and improved customer service and environmental outcomes.
- High level interpersonal and influencing skills that build good work relationships.
- Strong and effective communicator.
- Customer focused and passionate about delivering for the community.
- Ability to solve complex problems.
- Innovative thinking and informed decision making.
- Demonstrate autonomy and effective time management.
- Ability to develop and maintain effective working relationships.
- Adaptability and flexibility to new ideas and concepts.
- Develops, mentors, and delivers constructive feedback.
- Agility and responsiveness in adapting quickly to changing priorities.
- Operates with a high level of empathy and openness to ideas and diversity.
- Responsible financial management and reporting.
- Politically aware.
- Demonstrated experience and knowledge in preparing reports for CEO / Board and member councils

Qualifications for the position

- Tertiary qualification and/or relevant experience in contract management ideally with waste management, logistics, local government or relevant industry experience.
- Current driver's license

Experience

- Experienced in contract management, report writing, and project management
- Proficient in data analysis and interpretation
- Skilled at complex issue resolution and conflict management
- Strong negotiation abilities with contractors and industry partners
- Background in waste management, local government, or logistics preferred
- Sound knowledge and application of Work Health and Safety (WHS) requirements and practices

Knowledge

- Skilled and experienced in procurement and contract management
- Knowledgeable of relevant legislation affecting waste and recycling services.
- Detailed knowledge of waste and recycling practices.
- Sound knowledge of social, demographic, environmental and economic changes, as related to the delivery of waste and recycling services within the region.

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- Familiarity with various government and non-government bodies and particularly those which have a role in the operation and future planning of waste and recycling services within the State and the transition to a more circular economy.
- Familiarity with the operations of Government and current Government policies relating to waste, resources and the environment.
- Sound knowledge and application of Work Health and Safety (WHS) requirements and practices

Information Management/Cyber Security

- Ensure that appropriate information management practices are implemented.
- Maintain knowledge and application of CAWRA and the Constituent Council's IT systems relevant to role.
- Maintain a working understanding of, and follow CAWRA, and the Constituent Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Procurement and Contract Management Responsibilities

- Responsible for complying with CAWRA's policies and procedures as well as those of the Constituent Councils where applicable.
- Demonstrated strong knowledge of, and proficiency in applying procurement legislation, guidelines, and best practice standards within a Local Government context.
- Participate in regular training and professional development to maintain up to date knowledge of procurement and contract management requirements, practices, and systems.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.