

# Position Description

## Coordinator Waste Services

<b>Position Title:</b>	Coordinator Waste Services	<b>Directorate:</b>	Environmental Services
<b>Position Number:</b>	100168	<b>Department:</b>	Sustainability & Environment
<b>Employment Status:</b>	Full-Time	<b>Position Type:</b>	Indoor Employee
<b>Employment Type:</b>	Permanent	<b>Location:</b>	Jackson Street Waste Management Centre
<b>Classification Structure:</b>	Grade 7		
<b>Reports to:</b>	Manager Sustainability & Environment		

### PRIMARY PURPOSE:

The Waste Services Coordinator is responsible for the delivery and management of Glenorchy City Council's (GCC) waste services including kerbside collections, public litter bins, and the Jackson Street Waste Management Centre (JSWMC).

### ORGANISATIONAL REPORTING RELATIONSHIPS:

#### 1. Internal:

- The **Coordinator Waste Services** reports to the **Manager Sustainability & Environment** for all operational and management matters.
- The role is a key contributor to the Waste Services Team and will liaise with the Chief Executive Officer, Directors, Managers and all other employees of Council.
- This position supervises **Waste Technical Support Officer, Waste Administration Officer, Tollbooth Officers** and the **Landfill Team Leader**. The role also supports the Landfill Team leader with the supervision of the Landfill and Public Litter staff.

#### 2. External:

- The role will liaise with external stakeholders such as members of the public, ratepayers, community members, industry suppliers, service providers, visitors and contractors.

### Accountabilities And Responsibilities

<b>To manage, develop and recognise staff</b>	<ul style="list-style-type: none"> <li>▪ To recruit, manage, develop and recognise staff and meet the requirements of the GCC performance management system.</li> <li>▪ Responsible for the overall management of staff in the group.</li> <li>▪ Contribute to the effective leadership of the Council through: <ul style="list-style-type: none"> <li>○ regular team meetings and building strong relationships</li> <li>○ open communications with staff</li> <li>○ undertaking six monthly performance reviews with direct report team members</li> <li>○ ensuring the activities of staff deliver appropriate outcomes and are met in a timely and customer-focused manner</li> <li>○ providing mediation and counselling of staff on performance related issues</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ ensuring all staff have the necessary training and skills to meet their position outcomes</li> </ul>
<b>Delivery and management of the kerbside garbage, recycling and FOGO services, including the associated collection/disposal contracts</b>	<ul style="list-style-type: none"> <li>▪ To coordinate the administrative functions within the Kerbside Waste Services Section including the Council’s Kerbside Garbage, Recycling and FOGO collection and other services.</li> <li>▪ Coordinate and liaise with contractors or service providers performing the collection/disposal contracts for the Council.</li> <li>▪ Continually update and maintain data within the Waste Section database and liaise or provide information to internal stakeholders.</li> <li>▪ Implement the Waste Services Policy, Strategy, procedures and guidelines, and liaise with Planning Section and/or developers in the effective implementation of waste requirements during the development application process.</li> <li>▪ Prepare tender and contract documentation as required with the kerbside services.</li> <li>▪ Provide residents and local businesses in the community with waste management advice and disposal options.</li> <li>▪ Organise reports, quotations, plans, work programs and input into the design, development of waste projects.</li> <li>▪ Research and prepare accurate and comprehensive reports, including Council reports on waste management matters.</li> <li>▪ Prepare data and reports for external bodies e.g. Environment Protection Authority (EPA), Department of Natural Resources and Environment (NRE), TasWaste South, etc. as required by the Manager</li> </ul>
<b>Delivery and management of the public litter bin program</b>	<ul style="list-style-type: none"> <li>▪ Manage the collection of waste from Council owned premises and public facilities, as per the schedule or in areas where required.</li> <li>▪ Provide and coordinate the administrative support relating to the collection and disposal of waste from Council owned and public facilities.</li> </ul>
<b>Bin Delivery &amp; Maintenance Program</b>	<ul style="list-style-type: none"> <li>▪ Oversee and support the Landfill Team Leader in the management of the bin delivery and maintenance program.</li> <li>▪ Manage and monitor stock levels of bins and accessories, ensuring timely ordering and replenishment.</li> <li>▪ Deliver and maintain 140L and 240L Mobile Garbage Bins (MGBs) for residential and commercial kerbside services, including repairs, replacements, and exchanges.</li> <li>▪ Ensure appropriate staffing levels and provide guidance to team members to support efficient service delivery.</li> <li>▪ Coordinate daily bin delivery and maintenance schedules to meet service timeframes and customer expectations.</li> </ul>
<b>Strategic management of the Jackson Street Waste Management Centre (JSWMC)</b>	<ul style="list-style-type: none"> <li>▪ Delivery of programs required to achieve the objectives of operations and future strategic planning of the JSWMC in consultation with the Landfill Team Leader.</li> <li>▪ Support the Landfill Team Leader with the daily operation, control and management of the Jackson Street Waste Management Centre (JSWMC) and external contractor’s operations on site like the gas extraction and resource recovery.</li> <li>▪ Ensure compliance with EPA permit requirements and EPA specifications.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Liaise with external consultants to perform environmental monitoring at the Landfill (e.g. water, gas, leachate) and organise the tasks in liaison with the Landfill Team Leader.</li> <li>▪ Prepare data and reports for external bodies e.g. Environment Protection Authority (EPA), Department of Natural Resources and Environment (NRE), TasWaste South, etc. as required by the Manager</li> </ul>
<b>To develop and implement the requirements of the Annual Plan and other related plans.</b>	<ul style="list-style-type: none"> <li>▪ Contribute to Council's strategic and operational planning processes.</li> <li>▪ Identify, initiate and coordinate projects necessary for the achievement of Councils strategic objectives in accordance with the Annual Plan, Community Plan and Strategic Plan.</li> <li>▪ Review, update and implement Council's Waste Management Strategy.</li> </ul>
<b>Developing, managing and meeting agreed budget allocations and ensuring sound financial management</b>	<ul style="list-style-type: none"> <li>▪ Complete the programs monthly variance reports within required timeframes.</li> <li>▪ Complete relevant capital reports within required timeframes.</li> <li>▪ Set annual fees and charges and operational and capital budget allocations in consultation with the Manager Sustainability and Environment</li> <li>▪ Code transactions and provide appropriate documentation within required timeframes.</li> <li>▪ Comply with the GCC Code for Tenders and Contracts and any applicable purchasing policy or rules. Including obtaining quotes, contributing to tender document preparation, and raising purchase orders.</li> <li>▪ Undertaking sound asset management, including programming of asset renewals in accordance with the longterm financial management strategy.</li> </ul>
<b>Team Work and Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability.</li> <li>▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members.</li> <li>▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture.</li> <li>▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community.</li> <li>▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time.</li> <li>▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks.</li> <li>▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication</li> <li>▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Represent the Council in a professional and positive manner</li> <li>▪ Ensure that a high standard of customer service is maintained to both internal and external customers.</li> <li>▪ Identify and contribute to opportunities for continuous improvement in service delivery.</li> </ul>

<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>▪ Actively participate in professional development and training activities and contribute to the achievement of individual performance objectives.</li> <li>▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard.</li> <li>▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations.</li> <li>▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees.</li> <li>▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery.</li> <li>▪ This role may require reasonable after-hours activities and overtime when required by business needs.</li> </ul>
<b>Governance, Risk and Compliance</b>	<ul style="list-style-type: none"> <li>▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations.</li> <li>▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices.</li> <li>▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements.</li> <li>▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements.</li> <li>▪ Proactively identify areas of non-compliance and support the implementation of corrective actions.</li> <li>▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks.</li> <li>▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed.</li> <li>▪ Participate in professional development and training activities and maintain up-to-date certifications and complete all mandatory compliance and training requirements.</li> </ul>

Key Selection Criteria	
<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>A relevant tertiary qualification (Advanced diploma, bachelor's degree or higher) and/or extensive and relevant skills and experience.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>Formal Qualification in Workplace Health and Safety and/or demonstrable experience in the application of Workplace Health and Safety in the workplace.</li> <li>Local government experience.</li> <li>An understanding of local environmental and waste management issues throughout Southern Tasmania and the Glenorchy municipal area.</li> <li>Experience in recycling, recovery of materials and best practise waste avoidance measures.</li> </ul>
<b>Licences</b>	<ul style="list-style-type: none"> <li>Current registration to work with vulnerable people (RWVP)</li> <li>Drivers Licence (preferred but not essential)</li> </ul>
<b>Skills and Experience</b>	<ul style="list-style-type: none"> <li>Knowledge and experience in the delivery of kerbside waste, recycling and FOGO services operations and management of a landfill, waste transfer station, or similar environment.</li> <li>Knowledge and experience in waste management, environmental management, and implementing plans and strategies.</li> <li>Demonstrated high level communication skills with the ability to relate to all people at all levels and influence decisions. Demonstrated ability to prepare high quality written reports and verbal presentations to senior management, Council and community groups.</li> <li>Highly organised, with high demonstrated level administration skills and the ability to manage budgets and ensure programs and projects are delivered to meet deadlines under conflicting pressures while meeting customer expectations.</li> <li>Demonstrated experience and ability to effectively manage a team of staff ensuring productivity, work quality, and high levels of staff morale are maintained.</li> </ul>

## Work Environment

Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol and smoke-free workplace.

## Our Values



### WE RESPECT EACH OTHER

We respect the skills, knowledge and diversity of our team mates

Everyone is heard and is valued

We care for the well-being and safety of each other

We check in on each other without being prompted

Listening and being listened to matters



### WE ARE TRUSTED

I've got your back and you've got mine

We do what we say we will

We are empowered

Have honest and open conversations

We are trusting and trustworthy

We learn from our mistakes and share what we learn



### TOGETHER WE ARE BETTER

Robust and thoughtful decision making together

Solving important problems together

We reach out to others and across teams for help

We collaborate more and handball less

Share our skills and knowledge



### WE DELIVER

We serve and stand up for our community

We knuckle down and focus on what matters

We are courageous and determined to find a way

We seek opportunities to continually improve outcomes and then we act on them

## Our Culture

This is OUR WAY to achieve results through our people and teams to make Glenorchy a better place every day.

### WE FOSTER AND MODEL A CULTURE WHERE:

We **RESPECT** others and their viewpoints as being as important as our own

We trust and are **TRUSTED** by each other

We know that by working **TOGETHER** we achieve better outcomes

We take personal responsibility, and together we **DELIVER** for our community

### ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

<b>Employee Name:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	