

Position Description (People Managers)

Contract Coordinator – Waste

Division	City Services
Business Unit	Cleansing & Waste
Management Level	TL/SU
Grade/Band	Band 6
Date position description approved	5 September 2022

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030-2050 Continuing the Vision developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

Effectively manage the Cleansing and Waste operational contracts to deliver cleansing and waste management services which are aligned with the contract and budget approvals. Ensure cleansing and waste contracts, operations and assets are managed efficiently, meet strategic and sustainability objectives, governance requirements, customer expectations and industry best practice approaches.

Key accountabilities

- Ensure contracts are effectively planned, designed, procured, managed and delivered at the highest possible quality standards, using best practice contract and asset management principles and delivered within the constraints of adopted time frames and budgets.
- Coordinate and communicate with internal and external project stakeholders to ensure service contract providers comply with specifications through appropriate controls and

effective performance management and ensure outcomes are monitored and measured by utilising council corporate systems and frequent field inspections.

- Deliver strong contract and asset management including contract administration and management of financials, relationships, performance, quality, risk, data, programs, timeframes for delivery, reporting, plans, proactive and reactive service levels, renewal projects, audits and WHS.
- Identify and mitigate risk in Cleansing and Waste Contracts in terms of: the City's reputation, time, cost, quality and safety.
- Ensure case continuous service improvement and effective residential complaint resolution through facilitation of stakeholder engagement through site meetings to analyse and resolve service issues; and the establishment of monitoring procedures to ensure outcome longevity.
- Effectively collect and analyse data using City tools and systems. Monitor issues and trends in service performance, act on data to ensure operational issues are addressed quickly and identify and address gaps in data required to drive performance.
- Research and monitor industry trends, establish appropriate service benchmarks, develop strategies and initiatives and input into operations and systems to improve management of the City's parks.
- Co-ordination and implementation of efficient and effective continuous improvement processes for the City's outsourced cleansing and waste services e.g. quality management, performance management, work systems and procedures, program evaluation, best practice and benchmarking approaches.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position. Adhere to all relevant Council policies and procedures.
- Provide quality customer service, in accordance with Council's guarantees of service coupled with timeliness, courtesy, and sympathetic to the problems of the customer.
- Engage and project manage consultants in accordance with respective City policies and procedures for the delivery of Cleansing and Waste management projects, investigations and other matters as appropriate.

Key challenges

- Liaising with stakeholders and using problem solving, technical skills and effective communication to achieve high quality outcomes.
- Develop and manage contracts and projects to ensure the Council is delivering on its strategic objectives while balancing operational and community needs.
- Manage and strengthen relationships with service providers.
- Able to work with minimum supervision, manage tasks and to consistently produce quality work to agreed deadlines, including the ability to effectively manage competing priorities and interests in a high-volume environment.

Key relationships

Who	Why
Internal	
Contracts Manager, Cleansing & Waste	<ul style="list-style-type: none">• Receive advice and report on progress towards business objectives and discuss future directions• Provide expert advice and contribute to decision making

Who	Why
	<ul style="list-style-type: none"> Identify emerging issues/risks and their implications and propose solutions
Contracts Management Team	<ul style="list-style-type: none"> Lead, direct, manage and support performance and development Guide, support, coach and mentor team members Lead discussions and decisions regarding key projects and deliverables Work collaboratively to achieve team's goals and deliver superior services to City's wider community
Procurement, Customer Service & Rates Teams	<ul style="list-style-type: none"> Coordinate procurement and contract related activities in line with relevant policy, procedures and practices. Provide advice on a range of customer related issues and strategies Manage expectations and resolve issues
External	
Contract Service Providers and Consultants	<ul style="list-style-type: none"> Coordinate procurement activities to achieve end-to-end procurement and contractual efficiencies Communicate needs, facilitate routine business transactions and resolve issues Coordinate contracts and monitor the provision of service to ensure compliance with contract and service agreements
Residents, Managers and Building Strata Managers	<ul style="list-style-type: none"> Provide advice on a range of customer related issues Manage expectations and resolve issues Optimise engagement and consultation to achieve defined outcomes

Key dimensions

Decision making

Decision making responsibilities of the position and more formal delegations in compliance with Council policies. The position is accountable for decisions regarding all contract operational objectives and for the provision of advice to manager, project team members and relevant stakeholders on day to day operational decisions.

Be accountable for service delivery within the responsibility of the position and for detecting any contract under performance and to take immediate steps to investigate and rectify them to ensure continuity of high quality services to City's wider community subject to limitations, contract requirements, corporate policies and procedures.

Reports to

Contract Manager Cleansing and Waste

Direct reports

Approximately 3 x Waste Officers

Essential Knowledge, Skills & Experience

- Tertiary qualifications in relevant discipline or equivalent demonstrated experience in procurement or contract management; experience in cleansing and waste management highly regarded.
- Demonstrated experience in managing, developing, implementing and monitoring service specifications and contracts relating to the delivery of managed services.
- Demonstrated ability to construct, evaluate and present complex business cases including financial and risk analyses.
- Current Class C NSW driver's licence (or higher), willingness and ability to perform independent field work using City fleet vehicle.

Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Team Leader/ Supervisor
	Cultivates Productive Relationships	Team Leader/ Supervisor
	Drives Results	Team Leader/ Supervisor
	Develops People and Culture	Team Leader/ Supervisor
	Operates Strategically	Team Leader/ Supervisor
Management	Technology and Information Management	Team Leader/ Supervisor
	Finance and Resource Management	Team Leader/ Supervisor
	Asset Management	Team Leader/ Supervisor
	Risk Management, Safety and Compliance	Team Leader/ Supervisor
	Procurement and Contract Management	Team Leader/ Supervisor
	Project Management	Team Leader/ Supervisor
	Change Management	Team Leader/ Supervisor
	People Management	Team Leader/ Supervisor