

LEAD, WASTE AND RESOUCRE RECOVERY SERVICES POSITION DESCRIPTION

Position Title:	Lead, Waste and Resource Recovery Services
Responsible To:	Team Leader, Waste & Cleansing
Council Portfolio:	City Shaping
Council Program:	City Operations
Classification Level:	Salaried, Level 6

Overview of Portfolio

The City Services Portfolio delivers essential local government services for our community, making it easier to conduct business in our city, and providing a safe and attractive urban environment for our community.

Overview of Program

The City Operations Program ensures our City’s assets, including streets, parks and other public spaces are attractive, clean, well presented and maintained so we all have a city to enjoy and be proud of.

Key Relationships / Interactions

Internal	Employees across the City Operations Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams Council Members
External	Contractors and Service providers Members of the public, Residents City Business owners Community Volunteers Community/ Sporting groups Building managers and presiding officers

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Primary Purpose

As part of the City Operations Program the Lead, Waste and Resource Recovery Services will provide high level professional, technical and procedural waste management advice.

The role is responsible for contract management, project management, procurement functions, budgeting and financial management, supporting current and future waste management planning and managing the relationship with contractors, various internal and external stakeholders.

In addition, this position will also be responsible for coordinating the day-to-day operations, administration, and leadership of the Waste Services Team, by the co-ordination and allocation of tasks and resources to meet the organisations service standards and to achieve CoA Resource Recovery strategic outcomes.

The Lead, Waste and Resource Recovery Services will also provide support to the Team Leader, Waste and Cleansing in identifying opportunities and continuous improvement initiatives that will enhance performance, response and service delivery capabilities and budget management whilst maintaining statutory environmental obligations and legislation.

Responsibilities

The Lead, Waste and Resource Recovery Services is responsible for:

People Leadership

- Assist the Team Leader Waste and Cleansing in aligning the waste team's plans, goals, programs, and budget with the objectives outlined in the Strategic Plan and related strategies.
- Understanding and communicating a shared understanding of the vision, purpose, and direction for the organisation.
- Actively managing the performance of resources through timely and constructive feedback whilst enabling a culture of accountability and delivery.
- Demonstrating, enabling, and holding people accountable for living the CoA values and delivering the right outcomes.
- Fostering agility, customer centricity, positivity, and resilience in an environment of change.
- Coaches' others to build organisational capability and enabling people to perform at their best.
- Supports a fair and just culture so workers feel they will be treated fairly and consistently.

Service Delivery

- Maintain accurate program and contract management plans, along with associated physical, financial, and administrative records, including documentation of contract activities and performance reporting against those plans.
- Ensure contracted waste and recycling services are undertaken in accordance with contractual obligations.
- The application of sound project and contract management practices utilising council's agreed documentation and systems.
- Prepare and submit reports to Council and or relevant internal and external stakeholders on waste management operations and associated functions within Resource Recovery.
- In a timely manner effectively resolving problems and or complaints raised by Councillors, Members of Parliaments, residents, businesses, building managers, presiding officers and the public regarding waste and recycling on a daily basis.
- Attending meetings with key internal and external stakeholders/contractors when required including preparing agendas and minutes.
- Supporting various internal stakeholder in regards to optimising resource recovery outcomes and circular economy.
- Assist in the development and review of policies, procedures, project briefs and specifications in relation to contract management.

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- Record and report on the progress of programs and or functions of Waste and Recycling in agreed format and timeframes.
- Developing positive relationships with customers, stakeholders, and agencies to resolve difficulties with service provision.
- Support in developing and or implementing community education programs on Waste and Resource Recovery.
- Support Team Leader, Waste and Cleansing in identifying, implementing, and evaluating continuous improvement initiatives that will enhance performance, response, and service delivery capabilities.
- Proactively participate in the Waste and Cleansing Team to ensure excellence in the delivery of its services to internal and external clients.
- Carrying out a range of appropriate support duties as directed to assist the Waste and Cleansing Team Leader.

Strategic Focus and Delivery

- Research good practice and current trends, to maintain contemporary knowledge of relevant codes, legislative requirements and industry standards impacting on Waste and Recycling activities and apply to operational requirements where necessary.
- Understanding strategic direction ensuring alignment to organisational strategy and political drivers and aligns team activities accordingly.

Projects

- Investigate and project manage the introduction of new technologies, processes and improvements associated with the delivery of waste and recycling services within the city.
- Achievement of required program and project outcomes consistent with delivery plans and within allocated resources and finances.
- Assisting in business planning, project planning and program implementation.
- Assisting in the preparation of reports, presentations, and proposals.
- Providing specialist advice and support to management and operational stakeholders on Waste and Recycling services.

Business and Commercial

- Understanding and when necessary, making timely decisions while managing risks to support efficient Waste and Recycling service delivery and team needs.
- Assist in the preparation and management of the Waste Team's budget.
- Ensure sound budget management principles are utilised.
- Review and management of invoices ensuring expenditure aligns to agreed contractual terms.
- Understanding and when necessary, create response recommendations to budgetary and political queries in a transparent and timely manner.
- Taking an evidence-based approach to decision making.
- Understanding the needs of customers and influences positive team outcomes.

Customer Service

- Assisting the Team Leader Waste and Cleansing to ensure an exemplary level of customer satisfaction and service.
- Develop positive relationships with customers, internal and external stakeholders, and agencies to resolve difficulties with service provision.

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- In a timely manner effectively resolving problems and or complaints raised by Councillors, Members of Parliaments, residents, businesses, building managers, presiding officers and the public regarding waste and recycling on a daily basis.

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Workplace Health and Safety & People Leadership Responsibilities

All leaders are also responsible for;

- Complying with the Employee Behavioural Standards.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- The effective leadership and management of their team and its functions, including coaching, performance, and conflict management, completing staff development plans, management of resources, ensuring legislative requirements, and identifying and implementing continual service improvements.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
 - > Ensuring WHS legislative compliance is maintained within the program or area of corporate responsibility.
 - > Implementing the CoA WHS management system within the program or area of corporate responsibility.
 - > Undertaking activities to achieve WHS objectives and targets.
 - > Scheduling all reasonable hazards for assessment and control by elimination if possible.
- Understanding the organisation's WHS and Injury Management policy and procedures and undertaking your role within these.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

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Position Criteria

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below.

Qualifications	A tertiary qualification in project or contract and/or leadership management or related field and/or commensurate demonstrated experience in most aspects of the selection criteria in lieu of formal qualifications Diploma and above.	Essential
People Management	Extensive experience in providing effective leadership which continually enhances and builds the team's capability and performance. Demonstrated ability to lead, manage and develop people in order to achieve quality outcomes. Demonstrated ability to mentor and support employees in their professional development. Experience in people management practices, policies, and procedures.	Essential
Financial Skills & Acumen	Ability to understand and appreciate the financial implications of decisions and their impact. Demonstrated skills in procurement work specification, tender assessment, and financial evaluation of options. Preparing, presenting, and managing budgets and expenditure.	Essential
Technical Knowledge & Experience	Proven experience and success in managing contracts in waste together with the ability to negotiate to achieve positive outcomes. Comprehensive knowledge of waste and recycling principles and practices. Comprehensive knowledge of local, national and international waste and recycling issues and initiatives. Handling multiple, complex situations and the ability to recommend, implement and monitor solutions or corrective actions to achieve positive outcomes.	Essential
Project Management	Strong organisational skills, the ability to successfully manage competing priorities, maintain attention to detail and meet deadlines. Well-developed project management and co-ordination skills and the ability to deliver projects within agreed timeframes. Demonstrated ability to plan and operate efficiently under pressure to complete work.	Essential
Innovation & Initiative	Positive, self-motivated, results oriented and able to initiate actions to ensure objectives are achieved. Proven ability to analyse operational systems and processes to support continuous improvement and drive innovation.	Essential
Resource Management & Decision Making	Proven ability to effectively utilise allocated resources which includes planning and delegating.	Essential

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	Ability to prioritise and be flexible when responding to changing demands. Demonstrated ability in decision making within a team environment which progress desired outcomes. Ability to develop strong relationships with suppliers and customers and negotiate on behalf of Council. Undertaking an evidence-based approach within a timely manner to decision making.	
Professional Development	A commitment and attendance to ongoing training, workshops, professional development and continuous learning.	Essential
Customer Commitment & Integrity	Excellent customer service skills, including the ability to effectively liaise and engage with members of the public and community groups. Capacity to maintain a high degree of discretion and exercise sound judgement in dealing with sensitive and confidential matters. Demonstrated high level skills in dealing confidently and courteously with people both internally and externally.	Essential
Collaboration & Communication	Proven ability to build positive relationships and consult, negotiate and communicate with all levels of management and staff, agencies, and stakeholders. Interpersonal skills which are inclusive and encourage the development, cooperation, and support of others and which emphasise and encourage a professional service delivery focus. The ability to build and maintain cross program relationships. Well-developed written and oral communication skills that have ability to communicate to various different stakeholders in a professional manner.	Essential
Administrative Skills	Comprehensive knowledge of CoA's administrative processes and procedures relevant legislation, regulations and industry standards and the ability to implement these requirements. Intermediate skills in MS Office computing applications including word processing, spreadsheet, database, presentation software such as PowerPoint	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

If this role is **NOT** an Office Based role, the physical demands may be different from this. The MySafety Team will assist the People Services Team to complete this section. Please advise if this is not an Office Based Role.

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 10kg (Mobile Garbage Bins). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).**

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Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.