

Position Description

Position Title	Service Unit Leader – Waste and Cleansing
Business Unit	Waste and Cleansing
Department	Infrastructure Services & Planning
Directorate	Business, Engineering and Major Projects
Classification	Band 8
Date	September 2021
Reports to	Manager Infrastructure Services & Planning
Supervises	Team Leader Waste and Team Leader Cleansing
Internal Liaison	Manager Infrastructure Services & Planning, Team Leaders, Managers, Councillors and Staff
External Liaison	Community Groups / Agencies, Authorities, Contractors / Consultants, Members of the Public, Employer Organisations, Unions and Professional Bodies, Industry Organisations, Emergency Services, Relevant Government Departments (State, Local, Federal)

1. Position Objective

- To effectively manage and lead the operations of each of the Waste and Cleansing business units to ensure Business (incl Annual and Council) Plan, Service Standards, Budget, Contract and Specification and Integrated Management System outcomes are achieved using Continuous Improvement principles.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

Main areas of responsibilities will include but is not limited to:

Leadership

- Promote a positive image of the Unit by demonstrating professionalism, ethical work standards and a high level of integrity.
- Provide clear direction and open communication to facilitate values of openness and trust within the team.
- Motivate staff by ensuring they have the necessary role clarification, support and resources for the job.
- Ensure performance feedback is provided to individuals and the team.
- Actively participate in industry groups in the development and administration of regional initiatives (e.g. contracts, Circular Economy programs etc).

Planning

- Develop and review Business Plans (including Annual and Council Plans), Annual budgets and Long-Term Financial Strategies to meet corporate and Departmental objectives.
- Plan and coordinate tasks to achieve Business Plan and Budget requirements.
- Develop and review maintenance/service programs and contracts with an aim to maximise efficient proactive programs and minimise reactive responses.
- Staff planning, incorporating work allocation, workflows, performance, quality controls and leave management
- Workforce planning to ensure appropriate staffing levels
- Contribute to the development and review of OHS policies, procedures, and safe systems of work.

Operational

- Manage the day to day operations of the Waste and Cleansing business units.
- Implement and monitor programs to achieve councils' adopted service standards and adjust where necessary to deliver high quality, efficient and responsive services.
- Maintain an ageing and ever-increasing asset base within available funding.
- Develop and manage the Unit budget.
- Commit expenditure and approve payments within budget, to an amount delegated by the Chief Executive Officer and Manager.
- Develop quotations and contract specifications in accordance with corporate standards.
- Approve, let and manage contracts for the provision of services to the Waste and Cleansing Unit within annual budget limits and authority.
- Ensure all OH&S requirements are adhered to and identify training needs and implement appropriate training programs as required.

Organisational Requirements

- Ensure Council policies and procedures are followed with integrity and compliance.
- Ensure continuous improvement principles are applied to the operation of the Waste and Cleansing unit.
- Ensure staff appraisals are undertaken and finalised in accordance with councils' corporate system.
- Exercise appropriate disciplinary action with staff in accordance with councils' policies and procedures.
- Lead change in accordance with Council's change management principles
- Foster a collaborative and coordinated approach to council's service delivery and associated activities across relevant council departments

Customer Service

- Respond to customers, (verbally and in writing) in a courteous, professional, and timely manner.
- Investigate customer requests and resolve outstanding issues
- Review and update Service Charters and reduce customer requests for routine maintenance issues

Reporting

- Monitor and report on expenditure and variances
- Report on business plan (including Annual and Council Plan) outcomes
- Provide specialist advice and produce reports on Waste and Cleansing related issues
- Ensure safety, quality and environmental reports are compliant and meet organisational requirements
- Monitor and report against Unit's KPIs and make adjustments, if required
- Actively collect relevant data for the purposes of reporting and improving service provision

Innovation and Change

- Seek out new ways of doing things and providing service in a more innovative and efficient manner in the pursuit of continuous improvement.
- Contribute to the ongoing development of relevant organisational standards.
- Challenge existing operational methods to ensure best practice.
- Continue to network and benchmark with other local government authorities and industry stakeholders

Culture

- Demonstrate and promote Council's REACH values and foster a culture of continuous improvement, inclusiveness, and equity

3. Overall Position Accountability and Authority

The position is directly held responsible for:

- Effectively managing and leading the operations of the Waste and Cleansing business units. In managing these specialist units, the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation, with decisions and actions taken by this position having a substantial effect on the operational units being managed or on the public perception of the wider organisation. Decisions and actions taken at this level may also have a substantial effect on the community or sections of it.
- Managing Waste and Cleansing business unit plans and annual budgets with periodic professional and regulatory reviews to ensure conformity with corporate and departmental objectives and a reporting mechanism to ensure adherence to allocated budgets, in line with financial delegations of authority, including:
 - Leadership which incorporates professionalism, and ethical work standards providing high-quality specialised advice and reporting on Waste and Cleansing related issues and excellent customer service ensuring issues are resolved,
 - Ensuring the business units teams have the necessary role clarification, support, resources and training for the job through effective staff planning, work allocation, workflows, performance, quality controls and leave management,
 - Ensuring contract management is in accordance with corporate standards and safety, quality and environmental practices and principles are applied to the highest standards,
 - Ensuring Council policies and procedures are followed with high levels of integrity and compliance and continuous improvement principles are applied to all operations of the units, particularly to identify and manage risk issues.
- Under direction of the Manager Infrastructure Services & Planning, develop and interpret strategic policy options and strategic plans to address future service requirements of the Waste and Cleansing business units, understanding the substantial effect of these upon the management of the operational units, the organisation as a whole and / or on the public perception of the wider organisation.
- Advice and counsel provided by this position is relied upon for guidance and part-justification for adopting particular Waste and Cleansing policies the impact of which may be substantial upon the organisation and / or the community. The freedom to act is wide and limited only to the areas nominated by corporate management.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- This position generally involves both problem solving and policy development. Methods, procedures, and processes are less well defined, and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options before a choice can be made. Employees at this level will identify and develop policy options in their own functional area for consideration and choice by their Manager or the Employer.

Independently

Required to make well thought through, sound judgements and decisions on:

- Application of specialist expertise, advice and recommendations, particularly to resolve customer requests.
- Allocation of staff and other resources to meet work demands, including forward planning for priorities, and contingencies.
- Developing and managing business plans and budgets and development of operational strategy and policy options.
- Managing contracts and contractor performance as well as staff performance and leave management.
- Determining and applying corrective actions, including varying maintenance programs.

With Input from Manager Infrastructure Services & Planning:

- Resolve contract disputes efficiently and with minimal impact, and human resource issues quickly before they escalate.
- Consider long and short-term resource planning issues, designing team training and development programs to maximise productivity.

Recommends and Identifies to Manager Infrastructure Services & Planning:

- Opportunities for efficiency gains with feasible options.
- Variations to Service Standards to adapt to and meet the needs of different situations.
- Improvements to work systems, work procedures and structures which result in cost savings and more efficient business practices.

Guidance

- Work independently under broad direction from the Manager Infrastructure Services and Planning.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Proficiency in the application of theoretical or scientific approaches in the search for solutions to new Waste and Cleansing problems and opportunities, some which may be outside the original field of specialisation by the employee. This should be based upon:
 - Extensive expertise in supervising and managing Waste and Cleansing functions in a large organisation, including project and contract management expertise to achieve corporate business requirements and a sound knowledge of budgeting and relevant accounting and financial procedures,
 - Proven record of experience and skills in managing and leading service teams ensuring quality controls achieve the business objectives, through planning work, monitoring performance, and balancing staff leave arrangements.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- Intermediate to advanced PC literacy, incorporating the MS Office suite of applications as well as EDRM systems such as Objective.

6. Management and Interpersonal skills

The essential position requirements include:

- Proven supervisory skills to lead teams of large numbers of employees including some tertiary qualified employees or employees with extensive experience to balance and achieve operational, service, staffing and strategic functionality.
- Proven time management and facilitation skills to manage a broad range of projects, staff and tasks simultaneously to meet tight deadlines and achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Leadership skills to influence others in terms of inspiration, motivation and empowerment to achieve agreed outcomes, including coaching, educating, mentoring and developing staff.
- Excellent customer service focus supported by actions and outcomes combined with highly effective interpersonal and presentation skills, incorporating verbal and written communication, active listening / facilitation, and liaison / consultation skills.
- Demonstrated ability to persuade, convince or negotiate with contractors, members of the public, other employees, tribunals, and persons in other organisations in the pursuit and achievement of specific and set objectives.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- A relevant tertiary qualification in Waste and/or Cleansing combined with substantial relevant experience, which may include further formal qualifications in a relevant field of expertise / management. Relevant skills/knowledge/experience should include:
 - extensive expertise in supervising and managing Waste and Cleansing functions in a large organisation,
 - proven successful record of experience and skills in managing and leading service unit teams to achieve business objectives,
 - demonstrated expertise in planning work, monitoring the performance of staff and contractors, as well as managing quality controls and staff leave management,
 - excellent customer service as well as highly effective interpersonal and presentation skills, incorporating verbal and written communication, active listening / facilitation, liaison / consultation, and negotiation,
 - intermediate to advanced PC literacy, incorporating MS Office suite of applications as well as EDRM systems such as Objective,
- A current valid (and ongoing) Victorian Driver's license, as well as satisfactory (and ongoing) Police Check supplied prior to offer of employment and commencement.

8. Notes and Comments

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

Prepared by:

Name:	Charles Taveira	Signature:	
Date:	September 2021		

Manager:

Name:	Charles Taveira	Signature:	
Date:	September 2021		

Director:

Name:	Paul Kearsley	Signature:	
Date:	September 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Date of last review: August 2021

Authorised by: Charles Taveira

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Charles Taveira

Signature

Date ___/___/___

Cognitive Demand	Yes	No
Regular communication with team/work mates	X	
Regular communication with others	X	
Verbal instruction and supervision of others	X	
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

Position Description

APPENDIX 1

Additional Key Responsibilities / Position Specific Responsibilities for all employees:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.