

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Supervisor Waste Collection Services	1127
CLASSIFICATION	LOCATION
Band 5 Annualised	Operations and Environment Depot
DEPARTMENT	DIVISION
Environment	Infrastructure and Environment
AGREEMENT	
Ballarat City Council Enterprise Agreement No. 8, 2019	

Position Objectives

- Provide operational, supervisory and administrative support to deliver Waste, Recycling and Greenwaste collection services within Council controlled precincts including:
 - Delivery of kerbside Waste, Recycling and Greenwaste collection services ensuring public and workplace safety in accordance with industry standards and procedures.
 - Operation and administration relative to Councils transfer stations and landfill operations inclusive of contractors.
- Delivery of a high standard of overall Waste, Recycling and Greenwaste collection services with Council precincts in compliance with organisational requirements.
- Completion of activities assigned by the Coordinator Environmental Services.

Key Responsibility Areas

Supervision

- Undertake the operational supervision and people management of work crews responsible for waste collection services, in particular:
 - Carry out regular meetings with staff (group and individual) and that two-way communications are sufficient to ensure the flow of information to/from staff.
 - Ensure oversight of processes to ensure all staff are thoroughly trained and inducted to be able to carry out the full extent of their respective roles.
- Liaise with other Supervisor's and Management concerning resource requirements of labour and equipment required and make recommendations where necessary to ensure continuity of services.
- Resolve site specific issues relating to waste and recycling collections to ensure ongoing service standards are maintained.
- Develop and maintain a positive team culture by providing team support and using effective communications, coaching and training techniques.
- To oversee the recruitment and appointment of staff to ensure adequate staffing levels and provide succession opportunities where appropriate.
- Ensure EEO regulations are adhered by all staff/contractors.
- Ensure monitoring of expenditure against approved budgets by use of Councils Financial System and participation in annual budget preparation process.
- Maintain accurate data and records of waste, recyclable and greenwaste operations including recording relevant or prescribed documentation to enable relevant reporting and process improvement requirements.
- Provide information to the Environment Business Support team for the processing of purchase orders, invoices, flexipurchase accounts inclusive of accurately completed timesheets.
- Assist Coordinator and Environment Business Support in the review of Planning permit applications in relation to Waste Collection services

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Customer Service

- Maintain high quality public relations in dealing with the general public, ratepayers, Councillors, developers, contractors, Government authorities and other stakeholders.
- Analyse and respond to customer and public requests, and comments in a professional and efficient manner and coordinate the appropriate action including investigations where required.
- Foster a positive customer service culture for all staff.
- Monitor/review and check monthly Customer Service reports refining service delivery to provide improved service to customers.

Quality

- Adopt the use of appropriate procedures and utilise support documentation specific to the Customer Service (pathways) and Intellitrac system for all works undertaken.
- Assist in the review of processes and safe work method statements in order to maintain MySafety System in up to date and operationally robust forms (SOP's)
- Ensure suitable oversight of staff and subcontractors to ensure adherence to Council's MySafety systems.

Performance

- Contribute to the development of and monitoring of performance indicators for works undertaken.
- By application of the Councils "My Performance @ Ballarat" system identify development and performance improvement needs of direct reports.
- Assist relevant manager in accurate monitoring of operational expenditure.

Contractor & Facilities Management

- Carry out suitable monitoring and assessment of service providers and sub-contractors including the following
 - Financial accountability (Invoicing, purchase orders)
 - Complete Site inductions and monitor contractor performance whilst undertaking nominated activities and operating within the following Council locations
 - Landfill
 - Transfer Stations
 - Recycling Stations
 - Green Waste Stations
 - Contingency facilities
 - Supervision and direction of contractual supervisors
 - Conduct regular contractor meetings and communications
 - Contract specification monitoring
 - OH&S management
 - Contract reviews and drafting

Health & Safety

- Ensure Occupational Health and Safety, regulations are adhered to and the staff/contractors are inducted onto worksites.
- Report and investigate hazards and incidents and implement corrective actions within policy timeframes.

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- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly O H & S meetings as prescribed.
- Contribute to the completion of a minimum >90% of operational health and safety plan actions.
- At a minimum conduct monthly team meeting where health and safety is a standing agenda item.

REPORTS TO:

Coordinator Environmental Services

DIRECT REPORTS:

City of Ballarat Waste Collection Drivers
Casual Agency Staff – Waste Collection Drivers

ORGANISATIONAL RELATIONSHIPS

Internal: City of Ballarat Staff

External: Residents, Ratepayers, Traders, Special interest Groups, Contractors, Service providers and others.

CORE COMPETENCIES

Accountability and extent of authority

- Undertake the daily supervision of works in such a way as to maximise the efficiency and effectiveness of work methods.
- Ensure that all necessary resources are available to employees for the carrying out of work.
- Supervise direct reports and resources and ensure they perform to Council standards, other relevant standards and codes, specified conditions and within appropriate timelines and budget.
- Authority to purchase goods and services in line with Council procurement and delegations.
- Ensure direct reports take all reasonable care for their safety and the safety of others who may be impacted upon by their actions.
- Ensure employees comply with Council requirements in relation to any action that the Council has taken to comply with OHS legislation.

Judgement and decision making

- Exercise discretion and professional judgement within standard practices and processes relating to waste collection.
- In consultation with Coordinator, produce, review, and refine collection routes for efficient and effective service meeting the needs of customers.
- Ability to select processes and equipment from a range of available alternatives to deal with complex or technical issues with guidance from Coordinator.
- Provide sound technical advice as required in relation to waste service activity in consultation with Coordinator.

Specialist skills and knowledge

- Sound knowledge of waste management activity and related operations including the practical implementation of resident bin compliance procedures.
- Good knowledge of hazardous materials and related disposal methods.

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- Knowledge of Transfer Station operations and regulations.
- Waste collection routes are reviewed and refined annually and approved by Coordinator.
- Ability to monitor and provide analysed reporting function of operational budgets.
- Knowledge of computer applications including Word, Excel, Outlook, Pathways, Intellitrac and Intramaps or the aptitude and desire to develop these skills.
- Ability and skills to ensure excellent consistent customer service.
- Ability to foster and develop positive working relationships within other areas of the City Of Ballarat.

Management skills

- Ability to provide direction and leadership to direct reports.
- Understanding of the function of the position and an understanding of the long term goals of the unit and organisation.
- Ability to set priorities, ensure accountabilities are met, organise resources, assign tasks and plan work for staff and contractors in the conduct of their work.
- Convey advice, give direction, coach and provide effective feedback.
- Ability to understand and implement personnel policies and practices.
- Review plant and equipment needs annually and provide advice to Coordinator in the form of business cases.

Interpersonal skills

- The ability to gain commitment, cooperation and assistance from other staff, clients, sub-contractors and the public
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems.
- The ability to be adaptable and work with ongoing change.
- The ability to prepare correspondence and reports of a routine nature.
- Good written and verbal communication skills.

Qualifications and experience

- Substantial experience in waste management collection operations, transfer station operations and landfill activity through Local Government experience.
- A current Victoria Driver's Licence is essential.
- Management Certificate in supervision or business or equivalent.

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SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated experience in customer service relating to waste or related services.
- A demonstrated understanding and knowledge of waste services and practices, specifically within a municipal environment.
- A demonstrated ability to supervise, lead and motivate staff in waste services or a related field.
- Demonstrated ability to provide reports of a written and statistical nature.
- Demonstrated experience in budget development, monitoring and adherence.
- Computer based knowledge consistent with the requirements of this position.
- Experience in contractor management, preferably related to waste services.
- Demonstrated ability to implement and monitor adherence to health and safety policies and procedures within a team environment including hazard management.

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date: