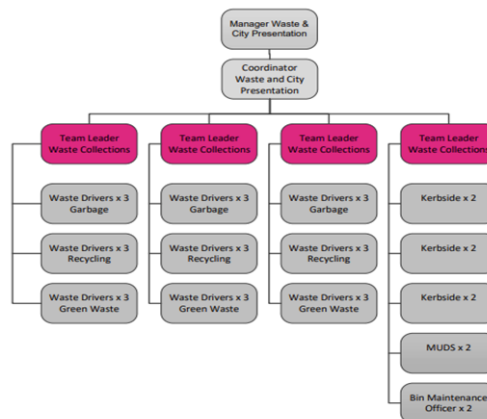


POSITION DESCRIPTION

Position Title	Team Leader Waste Collections
Position Number	42159
Division	Planning and Environment
Branch	Waste and City Presentation
Grade	14
Special Requirements	Ability to work weekends to meet operational needs, including public holidays and rostered on-call HR licence
Physical and Environmental Demands	Ability to safely drive and operate a complex heavy vehicle while performing waste collections Ability to drive a left-hand drive vehicle Ability to perform repetitive motions and operate joystick controls Ability to safely enter and exit heavy vehicles and perform manual handling tasks Ability to meet the physical requirements of the role
Authorities	As applicable and as delegated by the General Manager
Key Direction/s	Welcoming, Liveable, Prosperous, Balanced, Leading
Local Service/s	Waste Services Appearance of Public Areas

Reporting Structure



Position Purpose
To provide leadership and direction to Councils Waste Collections team and coordinate the day to day operations and delivery of a safe and effective waste service that is responsive and customer service focused which contributes to the delivery of a healthy urban and natural environment.
Key Result Areas
<ul style="list-style-type: none"> • Leadership • Waste Services • Team and individual safety • Customer Service • Corporate Core Values
Key Duties & Responsibilities
<p>Leadership</p> <ul style="list-style-type: none"> • Display Councils Core value of Leadership, including all aspects of staff management, guidance and the demonstration of role model behaviours. • Provide leadership in a team environment to ensure timely delivery of services and safe and effective operation of plant and equipment used by Waste Collections staff and contractors • Acts autonomously to lead staff in an operational environment to meet set outcomes • Actively supervises, leads and directs staff to ensure the efficient and safe delivery of Councils waste collection services • Participates in recruitment and selection activities related to the team and Branch • Undertake staff annual performance assessments in line with Council's policy and procedures <p>Waste Services</p> <ul style="list-style-type: none"> • Coordinates the day to day operations of Councils Waste collections team to achieve agreed results in terms of service level, quality and safety • Develop and implement operational plans to ensure service delivery and achievement of adopted service levels • Plan and develop collection routes with drivers to ensure safe and efficient operations • Effectively and properly utilise Council systems to deliver services following Council's policies and procedures • Monitor service delivery and amend collection schedules to ensure daily collections are completed. • Provide updates and complete reporting requirements on achievement of service levels • Coordinate the response, administration, and completion and of Customer Service Requests related to the Waste service in line with service standards and charters • Participates in the selection and purchasing of plant and equipment under Council's plant purchase and replacement program • Ensure all vehicles are appropriately maintained by staff • Organise scheduled maintenance for plant and equipment as required and in line with maintenance schedules • Work with other departments and branches across Council to coordinate service delivery • Complete all relevant administration and documentation in line with Council's record keeping requirements • Action service inconsistencies during driver debriefs • Relieve in the role of Waste Services Driver as required and undertake all associated duties • Participate in ongoing corporate training

- Participate in community education initiatives to support Branch and Organisational goals
- Other relevant duties which may be required by the Coordinator or Manager from time to time to support the Branch and service delivery

Team and Individual Safety

- Ensure staff conduct pre and post vehicle safety inspections to ensure vehicles are safe to operate and report all mechanical issues as per Council procedures
- Participate in the development and review of workplace procedures and safety documentation and Chain of Responsibility management plans related to Councils Domestic Waste service.
- Undertake Risk Assessments related to Councils Domestic Waste service
- Train staff in the proper and safe use of systems, plant and equipment related to Councils Domestic Waste service
- Ensure staff follow and comply with relevant Work Health and Safety requirements and procedures
- Ensure workplaces and plant are always safe for personnel and the public
- Ensure all personnel are inducted and wear appropriate Personal Protective Equipment.
- Ensure that work requests do not require a driver or anyone else within the Chain of Responsibility to breach the National Heavy Vehicle Law or Councils Safety policies or procedures
- Conduct toolbox talks
- Identify and report hazards as per Council's policies and procedures.
- Work as part of a team.

Customer Service

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous
- Respond to customer service requests in a timely manner and in line with Councils Customer Service Charter

Corporate Core Values

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Customer Focus and Safety.
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.
- Adhere to Councils Code of Conduct at all times treat everyone in the workplace with respect and dignity

WHS Responsibility / COR

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area

Essential and Desirable Criteria

Essential

- Demonstrated ability to lead an operational team in service delivery.
- High level customer service & effective communication skills
- Experience in electronic scheduling and fleet management systems or other relevant experience
- HR drivers licence with experience operating heavy vehicles
- Sound computer skills
- Relevant qualifications for Selection and modifications of traffic control plans (or preparedness and ability to obtain)

Desirable	
<ul style="list-style-type: none"> • Experience in operating a side loading vehicle • Formal qualification or recognised training in Chain of Responsibility • Experience within Local Government 	
Prepared By	Manager Waste and City Presentation
Date Prepared	July 2024
<p>I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.</p> <p>I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.</p>	
Employee Name:	
Employee Signature:	
Date:	