

Principal Behaviour Change Resource Recovery

Position Description

Division	Projects and Asset Services	Department	Waste Services
Reports To	Coordinator Waste Planning and Compliance	Direct Reports	Yes

Position Purpose

To design, lead, manage and deliver innovative and evidence-based behaviour change projects, outreach events and activities for the community that will foster recycling, avoidance and waste minimisation behaviours and promote City of Moreton Bay's waste and recycling services, programs and projects.

Responsibilities & Outcomes

Operational

- Manage and develop the preparation, delivery and promotion of a range of evidence-based behaviour change strategies, projects, plans and activities that align with Waste Services priorities, the Council's strategic waste objectives and foster recycling, waste avoidance, minimisation and re-use behaviours.
- Manage and guide outreach staff and/or contractors to deliver effective, engaging and safe outreach events and activities to a diverse range of audiences and community groups using a range of engagement methods, including direct education methods (such as events, workshops, presentations, letters, door-to-door and information forums) and effective media channels.
- Research and identify the specific issues, needs and interests of target audiences through timely and relevant consultation mechanisms, harnessing global best practice and technological solutions to inform and support behaviour change projects and activities.
- Coordinate and deliver behaviour change activities, projects and outreach events in partnership with key internal and external stakeholders ensuring activities and communications meet stakeholder expectations and deliver measurable results across the City and the wider South East Queensland region.
- Build productive working relationships, working collaboratively with external and internal stakeholders to ensure behaviour change projects complement other Council programs where possible, are kept to schedule and appropriate consultation and approvals are sought.
- Ensure effective and efficient delivery of education and behaviour change programs supporting effective GO and FOGO services, reduction of cross-contamination and maximization of capture rates to achieve targets and roll-out of new resource recovery programs.
- Lead a multidisciplinary team of professional and technical staff, implementing ideas for continuous improvement, workforce capability and a team culture characterised by effective communication, high-quality customer engagement, teamwork, innovation and excellence.
- Manage project budgets, expenditures, contracts, procurement and performance reporting professionally and in compliance with established procedures, as well as providing support to other team members who are assigned this responsibility.
- Represent Waste Services at external meetings with relevant organisations, counterpart local governments and committees and at internal environment and sustainability groups, where assigned.
- Adhere to all obligations, responsibilities and legislative requirements under current Work Health & Safety (WHS) Acts and Regulations, ensuring all areas under supervision are monitored for WH&S risks and hazards and are reviewed regularly.

Additional Information

Ability to work occasionally outside normal working hours, including weekends as required.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours in this role and enable your team members to do the same.



Decision Making

Budget Nil

Delegations Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- Extensive relevant knowledge and experience in sustainable waste management, resource recovery educational programs and/or behaviour change management.
- Demonstrated experience in leading the design, implementation and evaluation of effective behaviour change strategies, projects and campaigns.
- Demonstrated concept development skills, translating intent to tangible outcomes using imagination and creativity.
- Highly developed oral, written and presentation communication skills and extensive applicable knowledge of innovative engagement tools, tactics and technologies to achieve identified goals and influence behaviour.
- Highly developed people and relationship skills with a demonstrated ability to work in a team environment and communicate and motivate effectively at all levels of the organisation and with external stakeholders to deliver mutually beneficial outcomes, with a strong focus on the provision of quality customer service.
- Strong project management skills including the ability to meet competing deadlines, manage multiple projects and be adaptive in a rapidly changing environment. Self-motivated and results-focused with proven ability to work independently to achieve agreed objectives and work goals.
- Computer literacy with Microsoft Office suite of programs and software solutions specific to the team's core business.

Qualifications

- Possession of tertiary qualifications in a suitable professional discipline relevant to this position. Tertiary qualifications in behavioural economics, behaviour change management or other relevant field are highly desirable. Knowledge of publishing software desirable.
- Current C class driver's licence.
- Current Working with Children (blue) card or ability to obtain.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.