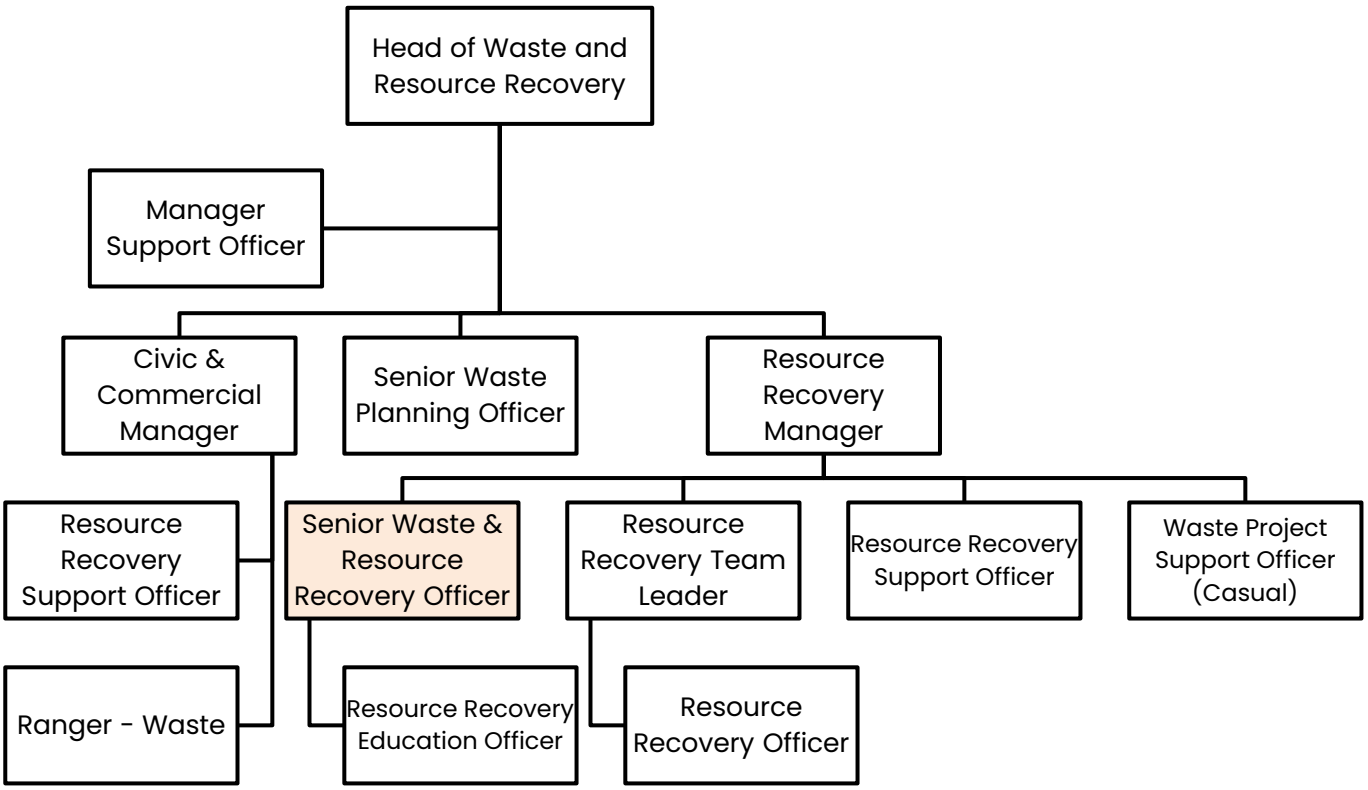
Position Description

Position Title:	Senior Waste and Resource Recovery Officer
Grade:	J
Department:	Waste & Resource Recovery
Date:	October 2024

Position Purpose
To coordinate resource recovery education and communications in conjunction with the Resource Recovery Education officers. To assist with the direction of the Resource Recovery Field Team and supervision of Casual Officer Pool to ensure in-field monitoring and education aligns with current data trends. To assist with complex enquiries and complaints and work closely with the Resource Recovery Manager to ensure service continuity and communication. The position will undertake the tasks and duties of the Manager during peak times. To record and analyse data across domestic and non-domestic streams. To maintain internal processes and systems to ensure accurate data collection and reporting. To develop programs, policies and procedures to achieve the objectives of relevant legislation and Council's Waste and Resource Recovery Strategy. To work with the Senior Waste Planning Officer to provide guidance to developers and planners that reflects Council's waste guidelines and responds to the issues and challenges associated with regional development across the City in providing services to residential flat buildings including mixed residential and commercial development. To facilitate/ implement innovations to maintain Council's leading position in waste management and resource recovery.

Department Structure



Key Result Areas

1. Decision Making in Accordance with Organisational Protocols

Major Actions

- Ensure Council's policies and strategic objectives are addressed in all resource recovery approval matters
- Work with a relatively high level of independence and self-motivation
- Operate with a considerable degree of independence

2. Data Management

Major Actions

- Develop and monitor data capture processes to ensure accuracy and allow prompt reporting.
- Maintain functionality and accuracy of collection mapping data across all 4 core waste services (domestic, public space, civic and commercial)
- Investigate opportunities for improvement in data management and presentation using new programs and technologies
- Liaise with contractors and relevant Council staff to ensure integration of Customer Service programs with contractor platforms.

3. Promote Community Awareness

Major Actions

- Work cooperatively with others to prepare and implement strategies which promote community awareness on waste avoidance and resource recovery
- Liaise with internal and external stakeholders to develop waste avoidance and resource recovery education, promotion and awareness strategies
- Implement waste avoidance and resource recovery education, promotion and awareness strategies
- Negotiate with representatives from government agencies and authorities, business, community groups and members of the City's communities

4. Supervise, Support and Develop Team Members

Major Actions

- Plan, allocate and monitor work/projects
- Evaluate and report on performance to the manager
- Identify training needs of the team
- Encourage a cooperative team environment
- Demonstrated high level of commitment to teamwork

5. Customer Service

Major Actions

- Provide effective service to Council customers, internal and the community
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Present a positive image of Council

6. Corporate Governance and Effective Work Practices

Major Actions

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with Council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

7. Work Health and Safety (WHS)

Major Actions

- Attend training as required and ensure completion of training by supervised staff
- Perform work in accordance with WHS policies and procedures
- Ensure all procedures have been risk assessed, and risk assessments are reviewed in line with designated timeframes
- Monitor implementation and use of risk control measures
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff
- Coordinate and assist, as required, in the injury management process to ensure the earliest possible return to work for injured employees

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Tertiary qualification in Environmental Science or related discipline
- Extensive experience in the Waste Education and Communications
- A strong understanding and demonstrated experience in data management and presentation
- A strong understanding of NSW Waste Strategy and waste management in local government
- Demonstrated project management skills
- Demonstrated experience in conflict resolution, negotiation and problem-solving skills
- Current Class C driver's licence

Desirable

- Experience as a mentor and as a trainer
- Experience in information technology

PENRITH CITY COUNCIL CAPABILITY FRAMEWORK

Our Capability Framework provides a set of 25 capabilities, expressed as behaviours, which set out clear expectations about performance and articulates what 'good' looks like in our organisation. The capabilities are underpinned by our core values and are grouped into 5 clusters: 'Leading Best Self,' 'Leading Human Connection,' 'Leading Optimal Results,' 'Leading People Authentically' and 'Leading Strategic Direction.' The capabilities act like building blocks and increase in complexity from the bottom to the top, as well as from left to right, across the framework. The capabilities are shaded according to the expectation for the role, being 'Core', 'Growth', 'Assumed' or 'Not in Scope' capabilities. The cumulative nature of the capabilities under each cluster, means an employee should be able to demonstrate the behaviours required of each capability, up to and including the capability deemed 'Core' for their role. *Please note this Capability Mapping is subject to change and will be reevaluated from time to time. As such, you will be notified appropriately of any changes in the future and issued with the relevant updated Capability Mapping.*

SENIOR WASTE AND RESOURCE RECOVERY OFFICER CAPABILITY MAPPING

LEADING BEST SELF	LEADING HUMAN CONNECTION	LEADING OPTIMAL RESULTS	LEADING PEOPLE AUTHENTICALLY	LEADING STRATEGIC DIRECTION
INNOVATING Creative thinker that finds and implements new ways of doing things	**INFLUENCING** Can think on their feet and persuade a group of individuals towards their ideas and thinking	**LEADING PROJECTS AND CHANGE** Leads projects and change initiatives, demonstrating the 'art' and 'science' of project and change management	**LEADING ORGANISATIONAL CULTURE** Emanates inspirational and authentic leadership, walking the talk, creating a culture of trust and leading through ambiguity	**CREATING ORGANISATIONAL VISON AND STRATEGY** Creates a compelling vision and strategy to meet the needs of the community both now and into the future
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things	**FACILITATING DISCUSSION** Confident in presenting ideas to a group, facilitating discussion and managing group dynamics	**WORKING COLLABORATIVELY** Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results	**FOSTERING TEAM EFFECTIVENESS** Builds a supportive and collaborative team environment, fosters team spirit and trust	**DEMONSTRATING BUSINESS ACUMEN AND PLANNING** Understands business principles and financial implications and uses this to optimise business performance and inform strategic planning
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress	**DELIVERING THE 'CUSTOMER PROMISE'** Dedicated to serving the customer needs, both internal and external, and other stakeholders	**CONTINUOUSLY IMPROVING** Committed to improving the quality, efficiency and effectiveness of work processes and projects	**LEADING WITH COURAGE** Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship	**DECISION MAKING** Makes decisions which are strategic and likely to have long-term impacts
DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware	**WORKING TOGETHER** Team player who helps and cooperates with others	**PROBLEM SOLVING** Uses sound judgement and logic to solve day-to-day problems	**LEADING A TEAM** Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour	**MANAGING RESOURCES** Effectively manages budgets, time, costs and other resources
TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises	**COMMUNICATING** Effective communicator (verbal and written) including the use of appropriate body language	**PLANNING AND ORGANISING** Prioritises tasks and works in an organised way to get things done effectively	**MENTORING OTHERS** Mentors others to help them learn and develop	**ANALYSING AND INTERPRETING** Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

KEY:	ASSUMED CAPABILITY	CORE CAPABILITY	GROWTH CAPABILITY	NOT IN SCOPE

PENRITH CITY COUNCIL

CAPABILITY FRAMEWORK – BEHAVIOURAL DESCRIPTORS
Each capability has a set of 'Behavioural Descriptors' which describes the types of behaviours (the 'how') linked to each capability. The table below outlines the day to day 'behavioural expectations' of the 'Core' and 'Growth' capabilities of a proficient employee in the role. It also details the 'Enhancing Behaviours' to articulate what 'going the extra mile' or 'above and beyond' looks like. The list of 'Behavioural Descriptors' are not intended to be exhaustive, rather they are provided as examples of the types of behaviours expected, to help bring the capability to life.

CAPABILITY	BEHAVIOURAL EXPECTATIONS	ENHANCING BEHAVIOURS
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress LEADING **BEST SELF**	• Can handle stressful situations calmly • Stays focused on the issues at hand • Does not allow anger, frustration or anxiety to get the better of them • Does not allow emotion to cloud their judgement • Actively listens and responds appropriately • Seeks support and takes time out when necessary • Does not take things personally • Maintains a positive attitude to neutralise disruption • Includes self-care practices in their day-to-day routine	• Calming influence on others • Reliable and can be counted on in tough times • Shows appropriate vulnerability • Demonstrates emotional intelligence • Solution driven and looks for ways to keep moving forward • Speaks with conviction and confidence • Is in tune with their emotional and mental reserves and finds balance to alleviate stress
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things LEADING **BEST SELF**	• Shows openness • Willing to try a new approach • Copes with ambiguity • Easily transitions to the new and different • Supports change initiatives • Open to hearing diverse points of view • Focuses on and shares the benefits • Maintains a positive outlook • Enthusiastic and excited by new ideas	• Learns new things quickly • Resilient and persists when faced with challenges and setbacks • Shifts gears and pivots easily • Acts as a change advocate • Willing to be the only champion for an idea or position • Will stand up and be counted • Challenges constructively but then supports change, even if they do not totally agree • Actively supports and shows empathy towards people who are struggling with the change

INNOVATING Creative thinker that finds and implements new ways of doing things LEADING **BEST SELF**	• Creative, original thinker • Generates new ideas • Recognises the value of individual differences to support broader thinking • Adds value in brainstorming settings • Is focused on solutions • Draws on multiple sources for ideas and inspiration	• Shows initiative, implements new ideas • Shows courage • Challenges the status quo • Fosters diversity and inclusion to encourage innovative thinking • Looks at problems from different angles – is not limited by the thoughts or approaches of others • Finds ways to do more with less • Believes they can make a difference • Thinks expansively, combining or drawing out ideas
DELIVERING THE 'CUSTOMER PROMISE' Dedicated to serving the customer needs, both internal and external, and other stakeholders LEADING **HUMAN CONNECTION**	• Greets promptly, reaches out to help and gives full attention • Presents a positive image of Council • Builds rapport and respectful relationships • Polite, friendly, smiles and uses the customer's name (when available) • Uses appropriate body language • Actively listens, shows empathy and uses effective questioning • Acts promptly in routine situations and agrees on a clear course of action in non-routine situations • Takes ownership of a problem and customises the best solution • Understands that anyone who contacts you is a customer • Puts the customer at the centre – both internal and external customers • Keeps things simple and shares quality information • Is professional and calm when dealing with difficult customers • Hears the customer out, empathising, apologising and taking personal responsibility for the resolution of the customer's problems/issues	• Establishes a strong personal brand with key stakeholders • Builds customer loyalty and 'promoters' • Learns and uses a customer's name (even when not readily available) • Takes opportunities to exceed customer expectations without making unreasonable commitments • Monitors and evaluates customer concerns, issues, and satisfaction • Gets first-hand customer exposure and uses it for improvements • Involves the customer in decisions that impact them (when appropriate) • Promptly de-escalates upset customers • Uses effective conflict resolution skills

FACILITATING DISCUSSION Confident in presenting ideas to a group, facilitating discussion and managing group dynamics LEADING **HUMAN CONNECTION**	• Confident leading a group discussion or presenting • Commands attention and keeps the group focused on the agenda • Creates opportunities to include all members of the group • Engages the group with analogies, humour, confidence, eye contact, hand gestures, body language, voice inflection etc. at the appropriate times • Adjusts for different learning styles • Draws questions and input from the audience • Can change tack when something isn't working • Leverages presentation technology to engage and encourage participation	• Incites the best from others in order to generate meaningful dialogue • Responsive to and in control of group dynamics • Demonstrates emotional intelligence • Able to deliver a difficult message while maintaining relationships • Calmly deals with hecklers • Leads impactful group activities • Innovative delivery of key messages • Gets the group thinking with effective questions • Handles a range of questions well • Acts quickly when problems arise
INFLUENCING Can think on their feet and persuade a group of individuals towards their ideas and thinking LEADING **HUMAN CONNECTION**	• Presents a persuasive and sound argument, backed up by data, research, best practice and expert opinions • Creates a clear, influential message • Establishes credibility quickly • Strong reputation and personal brand • Anticipates and addresses key concerns • Can think on their feet and provide strong counter arguments • Adjusts their style to fit the audience • Can influence and gain commitment at all levels • Knows the right thing to do and say, to the right people • Speaks up in a respectful way, irrespective of the seniority of their audience	• Makes a strong impact and has an inspirational personal brand • Excels in pressure situations • Anticipates resistance and adapts/plans accordingly • Is able to effectively respond when thrown a curve ball • Strong negotiator • Achieves a 'win/win' outcome • Politically savvy • Effectively manages up

CONTINUOUSLY IMPROVING Committed to improving the quality, efficiency and effectiveness of work processes and projects LEADING **OPTIMAL RESULTS**	• Strives towards best practice • Committed to continuous improvement • Spots opportunities to do things differently • Uses technology to generate efficiencies • Seeks expert opinions and advice • Uses business data and trends to inform improvements • Focused on results and desired outcomes • Values diversity – leveraging on individual/ personal and professional differences to come up with creative solutions	• Sets a high standard for quality • Driven by excellence • Re-engineers processes to optimise them • Creates opportunities for others to contribute to discussion and debate • Creates a safe learning environment and encourages experimentation • Finds innovative ways to measure, review and implement improvements • Values and engages people with cognitive diversity to foster creative problem solving and innovation
WORKING COLLABORATIVELY Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results LEADING **OPTIMAL RESULTS**	• Identifies key relationships for optimal results • Values collaboration • Consults broadly and with great thought • Strong diplomacy • Builds relationships quickly • Relates well to, and builds networks with, a wide spectrum of people, inside and outside of the organisation • Makes a positive impression on stakeholders • Resolves conflicts quickly • Leverages appropriate technology to collaborate and share information • Uses informal networks to get things done (whilst adhering to process) • Listens and responds empathetically to understand different points of view	• Actively breaks down silos • Builds strategic alliances • Demonstrates inclusiveness by seeking input from diverse perspectives to foster creative thinking • Challenges in a positive way • Leverages networks for quality outcomes • Fosters psychological safety, by ensuring those involved feel included, safe to contribute and safe to challenge • Creates an atmosphere of high trust through honest and transparent communication

LEADING A TEAM Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour LEADING **PEOPLE AUTHENTICALLY**	• Leads by example in all they do • Creates a common team purpose • Keeps team members informed • Conducts effective team meetings • Sets clear expectations for performance and behaviour • Communicates roles and responsibilities • Delegates work appropriately • Provides ongoing support and guidance • Makes sure team members have the right tools and resources for the job • Gives timely, appropriate and regular feedback on both strengths and development areas • Holds people accountable • Recognises achievements • Prioritises team members safety and wellbeing • Shows genuine care and concern	• Fosters teamwork • Helps team members understand how their role fits with the vision and strategy • Works collaboratively with team members to set clear performance and development goals • Provides stretch tasks and growth assignments • Strives to set tasks that are meaningful, challenging and varied • Applies 'situational leadership' by adjusting their leadership style to suit the team, individual, and the context • Communicates the 'what' and 'why' and leaves the 'how' up to team members (where appropriate) • Coaches and empowers team members to realise their full potential • Addresses under performance quickly and in appropriate forums • Shares wins and celebrates successes • Actively and consistently finds ways to demonstrate genuine care and concern for their team members' well being

LEADING WITH COURAGE Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship LEADING **PEOPLE AUTHENTICALLY**	• Has candid discussions with the team • Deals with problems firmly and in a timely manner • Regularly reviews performance and holds timely discussions • Deals effectively with troublemakers • Is able to accurately judge when performance needs to be managed formally • Keeps a focus on the issues or behaviours • Setbacks are analysed for the purpose of learning (not laying blame) • Uses appropriate language (verbal and non-verbal) • Actively listens by paying attention, clarifying, paraphrasing/summarising, and responding appropriately • Can have tough discussions and settle disputes equitably • Is able to have difficult conversations while maintaining the relationship	• Deals with problems efficiently and effectively • Steps up to issues or conflicts and sees them as opportunities • Forward plans the conversation, including the desired outcome, so the meeting is meaningful, and solution driven • Has their finger on the pulse for potential issues or conflicts, and is proactive in addressing them • Encourages a process of self-reflection in order to help achieve self-awareness for team members • Leads by example by welcoming holistic feedback from their People Leader, peers, direct reports, and other relevant parties

FOSTERING TEAM EFFECTIVENESS Builds a supportive and collaborative team environment, fosters team spirit and trust LEADING **PEOPLE AUTHENTICALLY**	• Is consistent, fair and shares rationale • Builds trust, is honest and maintains commitments • Brings the team together to drive a unified team purpose, building cohesion and enabling connection • Helps remove obstacles for the team • Involves team members in longer term/larger scale/high impact decisions, to gain buy-in where appropriate • Values diversity, leveraging on teams individual/personal and professional differences to bring the best out of people • Encourages debate and open dialogue, whilst keeping the team on track • Aware of team dynamics and is able to resolve conflicts quickly • Recruits team members that are a good culture 'fit' to compliment team dynamics • Good judge of talent and can leverage that to undertake succession planning • Coaches and mentors team members to realise their potential	• Fosters psychological safety, by ensuring the team feel included, safe to learn, safe to contribute and safe to challenge • Builds a supportive and collaborative team environment by prioritising psychological safety • Fosters team spirit by connecting the team in a way that incites a culture of growth/higher standard • Able to pre-empt and remove challenging roadblocks that might derail momentum • Builds a team of people with cognitive diversity who think differently, in useful ways, to foster creative problem solving and innovation • Has their finger on the pulse on what's happening in the team and is able to predict and minimise potential issues/conflicts • Recruits team members that are a culture 'add' to enhance team dynamics • Understands and leverages succession planning to future proof the business • Understands and articulates what talent is needed with a future-forward lens • Enhances team culture and dynamics by empowering team members to realise their full potential through active coaching and mentoring

MANAGING RESOURCES Effectively manages budgets, time, costs and other resources LEADING **STRATEGIC DIRECTION**	• Resourceful use of budgeted funds, human resources, time, and other resources • Accurately estimates costs and allows for contingency costs • Assesses relative cost benefits of various purchasing options • Assesses quotes and tenders objectively • Tracks all income and expenditure and complies with budgetary constraints • Follows procurement processes • Follows compliance obligations around resources and record keeping	• Assesses and mitigates financial risks • Uses resources effectively and efficiently • Builds a strong business case for use of, or request for resources • Ensures that resources are aligned to strategic goals by integrating strategy, planning and delivery • Aligns resources to changes in the market, with a future forward lens • Ensures projects and initiatives are on track, on time, and on budget, to deliver on prioritised and strategic initiatives
DECISION MAKING Makes decisions which are strategic and likely to have long-term impacts LEADING **STRATEGIC DIRECTION**	• Makes timely decisions in alignment with strategy • Recognises potential issues or opportunities that require action • Generates relevant and workable options • Formulates clear decision criteria and evaluates options logically and insightfully • Evaluates financial considerations, risks, priorities, and regulatory constraints • Is composed and makes objective and rational decisions based on merit • Involves others in longer term/larger scale/higher impact decisions, to gain buy-in, where appropriate • Aware of delegations and acts within authority levels	• Strong intuition and willingness to trust their own judgement • Can decide and act without having the total picture • Has courage to make tough decisions when required and shares their 'why' • Generates innovative options • Uses a mixture of analysis, wisdom, experience, and judgment, when making decisions • Recognises and manages any bias in decision making