**POSITION DESCRIPTION**

**Manager, Waste & Relocations**

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<tr>
<th>Faculty/Division</th>
<th>Division of Operations</th>
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<tr>
<td>Classification Level</td>
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<td>G - Administrative, Clerical, Computing, Professional &amp; Research Staff</td>
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**Position Summary**

General Services is a team within Facilities Management (FM) that is responsible for the provision of support services in grounds management, cleaning services, waste management, relocations, furniture reuse and the mailroom. The team’s objective is to ensure a functional, safe, aesthetically-pleasing, hygienic and cost-effective campus environment. The team oversees contracts totalling approximately $20 million in value.

The Manager, Waste and Relocations is responsible for managing the University’s various waste and recycling contracts as well as the contracts for the provision of in-house waste management services including paper and confidential waste services. This role also manages furniture and associated relocations by contractors or staff within General Services including overseeing onsite and offsite storage. This role is required to deputise for other managers within General Services as required.

This position reports to the Senior Manager, General Services and has three direct reports.

**Accountabilities**

Specific accountabilities for this role include:

- Provide strategic direction and management of waste management and relocation services across UNSW to ensure that priorities are met in accordance with agreed management programs and budgets.
• Ensure that operations under area of control are conducted in a way that provides a high level of service to the University, minimising disruptions as much as possible, while meeting the University’s environmental sustainability objectives.

• Manage the administration of contracts within the area of control, including contract and specification development, procurement and performance monitoring and management, to deliver a high standard of performance, compliance and value-for-money.

• Manage services within budgetary constraints, including contributing to the preparation of annual budgets, creating purchase orders and internal cost recoveries in a timely manner and resolving any financial issues with contractors as they arise.

• Plan and drive the implementation of complex projects with a strong focus on engaging with key stakeholders including undertaking stakeholder needs analysis across key groups or individuals impacted and/or influenced by the project(s), ensuring needs are identified, prioritised and responded to professionally and effectively.

• Develop and deliver a range of reports and project documentation, including business cases, briefing papers, lessons learnt reports, and project plans.

• Utilise the University’s financial systems to manage and report on all financial processes associated with operations within area of control.

• Develop and implement annual operational plans for areas of control including key performance target reports and supporting of the strategic planning for General Services overall.

• Use relevant FM systems to manage and monitor completion of work requests in a timely manner and to maintain relevant data.

• Provide specialist technical advice to FM colleagues and UNSW stakeholders as required, and proactively identify issues requiring attention or prioritisation.

• Proactively identify and implement opportunities to improve the standard, efficiency or cost-effectiveness of services, enhance synergies where possible and creatively and collaboratively solve problems.

• Maintain accurate and relevant performance data, regularly analyse and monitor performance, trends and areas of concern relating to both physical and financial parameters and contractor performance.

• Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

• Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

Skills and Experience
• Relevant tertiary qualifications and/or equivalent relevant qualifications and/or experience with a minimum of 7 years relevant experience.

• Extensive operational and financial management experience in the delivery of waste and recycling services for a large and complex property portfolio preferably in a campus or similar environment.

• Strong working knowledge of relevant legislative and voluntary requirements.
• Extensive experience in contract administration and contractor management with a sound demonstrated understanding of facilities management activities including audits and procurement processes.

• Highly developed leadership qualities with demonstrated experience in leading, facilitating and evaluating new improvement initiatives and/or projects.

• Strong history of delivering quality customer service with a proactive attitude and a demonstrated ability to work to multiple tight and conflicting deadlines.

• Excellent verbal and written communication skills including in the area of presentation and formal document writing with the ability to negotiate and liaise effectively with a wide range of stakeholders.

• Ability to build and maintain strong relationships with key stakeholders including clients and contractors, resolving issues as they arise and maintaining effective channels of communication.

• High level of initiative, strong analytical and problem-solving skills with proven professional judgement of complex situations.

• Excellent computer skills in the use of standard office desktop software such as Microsoft Office (Outlook, Word, Excel, Power BI and Power Point), and financial and facilities management systems. Sound working knowledge of analytical tools, in particular, a high level of proficiency in Microsoft Excel functions.

• NSW Driver’s Licence.

• Ability and capacity to direct and monitor the implementation and effectiveness of a safety management system.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.

• Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

Pre-employment checks required for this position

• Verification of qualifications

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.