

RECYCLING FEEDBACK OFFICER

Banding/Remuneration: Band 3
 Division/Branch: City Services / Sustainable Monash
 Reports To: Food Waste Team Leader
 Date Approved/Reviewed: 23/01/2024

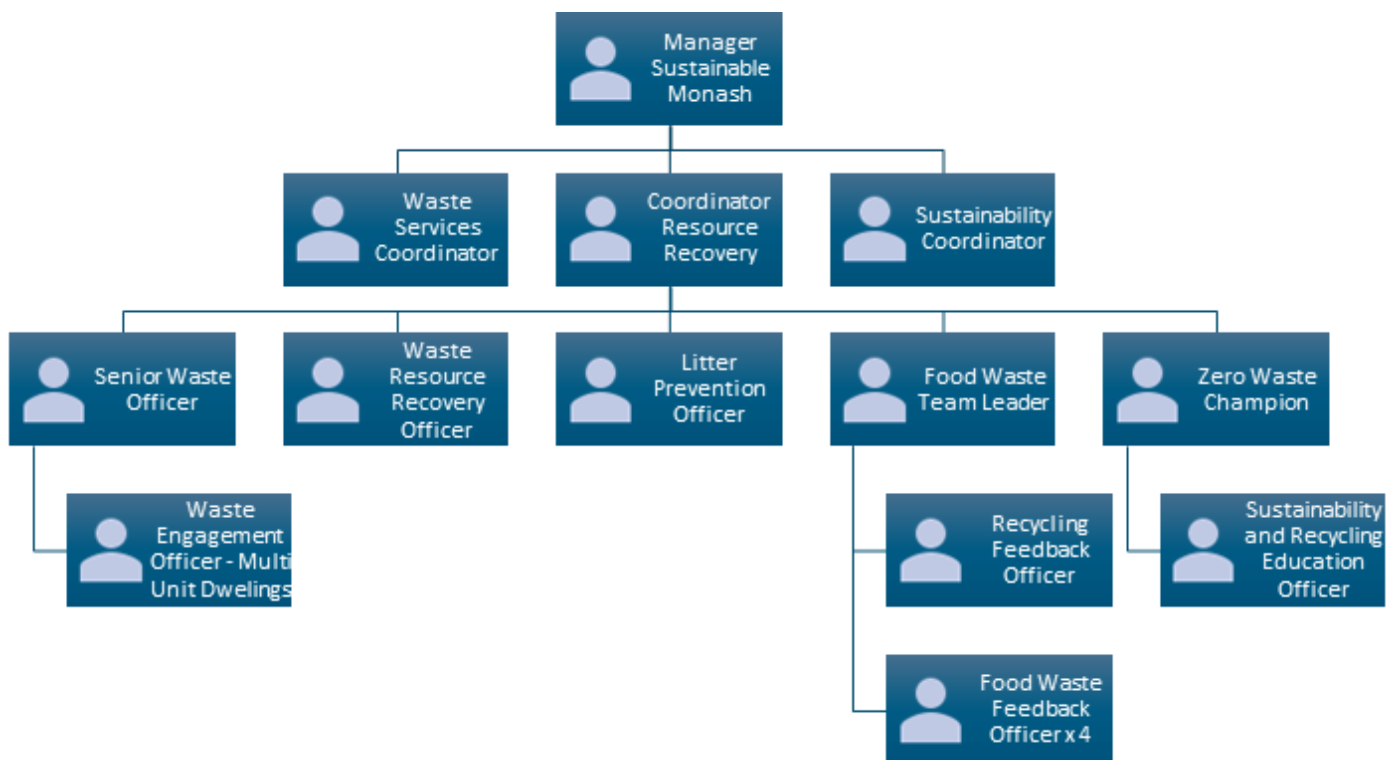
Position Objectives:

The Recycling Feedback Officer will deliver the Recycle Right Feedback Program in the vicinity of Monash University by inspecting residential recycling bins and food and garden waste bins (on the nature strip before collection), and then door knocking households to provide targeted feedback and education on the contents of the bin, and feedback on any other waste or litter issues identified.

The objective of the role is to support households directly with guidance on how to change behaviour and reduce contamination in recycling and food and garden waste bins, to reduce waste, litter and associated amenity issues, to improve the quality of material going to processors, and to support our community through face-to-face education and targeted household feedback.

The Recycling Feedback Officer will help identify bin usage issues that may be contributing to contamination, support residents to change behaviour, and keep records and provide accurate data to track progress of the program.

Team Structure:



Key Responsibility Areas:

Conduct inspections: To monitor and record waste behaviours in the project area, the role will:

- Inspect food and garden waste and recycling bins for contamination and provide feedback to the household following the Recycle Right Feedback Program process (when bins are presented on nature strip)
- Check landfill bins to record how full the bin is
- Report observations on waste related issues (e.g. contamination in recycling bin, dumped rubbish, litter on ground)

Education and Information: To support residents in their understanding of correct recycling behaviour, the role will:

- Door knock households in line with the Recycle Right Feedback Program process to speak with residents about their recycling behaviours and help them learn how to use their bins correctly
- Invite residents to the nature strip to talk through waste findings whilst viewing the contents of the bins
- Follow Council processes for leaving appropriate education materials
- Adhere to Council Code of Conduct when interacting with all members of the public
- Provide quality customer service, responding to community queries in a timely manner
- Follow up with phone calls when appropriate
- Follow Council processes to deliver a Covid safe program of work
- Work safely and respectfully in pairs and where possible, door knock separate houses / units individually

Record information: To ensure project outcomes can be measured, the role will:

- Follow existing processes to record inspection findings and take photos as per the Recycle Right Feedback Program process using Council software and equipment
- Follow planned programs to door knock, providing feedback to the Litter Prevention Officer on the program

Engagement and Activation: To provide peer-to-peer education to students attending Monash University Clayton Campus, the role will:

- Participate in the delivery of engagement activities under the supervision of Monash University staff, including on Campus, for approximately 4 hours per fortnight, as directed and approved by the Food Waste Team Leader
- Participate in activities to educate Monash students about waste disposal, recycling, food waste recycling and composting, waste contamination and reusable dining practices
- Participate in the development and production of educational videos to be featured on Council's website and Monash University platforms if and where required
- Participate in the production of social media content to be featured on the Monash Uni Sustainability Instagram Account to educate Monash students about recycling, waste management and sustainability
- Participate in data collection to measure student knowledge and awareness and the effectiveness of programs

Accountability and Extent of Authority:

- The Recycling Feedback Officer works in a team of two to deliver an established service
- The position is responsible for the quality of the service outputs with regular review and oversight provided by the Litter Prevention Officer
- The position will be supervised by Monash University's Sustainability and Wellbeing Coordinator whilst undertaking Engagement and Activation activities at the Monash University Clayton Campus or completing tasks during work hours allocated to these activities

Judgement and Decision Making:

- This position requires a flexible approach towards dealing with community members and staff within the project area
- The Recycling Feedback Officer follows existing processes in relation to waste education which will be used to assist the community

Specialist Knowledge and Skills:

- Interest in achieving increased recycling, waste reduction and reducing contamination and litter
- Strong customer service and interpersonal skills to deliver effective communications and convey behaviour change principles
- Ability to problem solve according to specific requirements/needs of target group
- Skills in bilingual languages highly regarded

Management Skills:

- Ability to use technology (iPhone) to record accurate data
- Ability to manage time, work in pairs and accountable for own work performance
- Availability to work approximately 15 hours per week, usually on Wednesday, Thursday, and Friday, including outside of normal working hours. (i.e. from 6am) The Thursday and Friday shifts are usually from 8am to 2pm including a half hour unpaid break.

Interpersonal Skills:

- High level of oral and interpersonal communication skills when interacting with customers/public/employees to resolve minor issues

Qualifications and Experience:

- Must be a current Monash University student
- Some experience in community engagement activities (desirable)
- Must have valid Victorian or interstate driver's licence
- Working with Children Check and Police Check (or willing to obtain these)
- Availability to work approximately 15 hours per week, usually on Wednesday, Thursday, and Friday, including outside of normal working hours (i.e. from 6am). Key Selection Criteria:
- Must be a current Monash University student
- Interest in achieving increased recycling, waste reduction, and reducing contamination and litter
- High level of oral and interpersonal communication skills when interacting with customers/public/employees to resolve minor issues
- Some experience in community engagement activities (desirable)
- Ability to record accurate data using an iPhone
- Ability to manage time, work in pairs and accountable for own work performance
- Available to work approximately 15 hours per week, including outside of normal working hours (i.e. from 6am)
- Must have valid Victorian or interstate Drivers Licence

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.