

FOOD WASTE FEEDBACK OFFICER

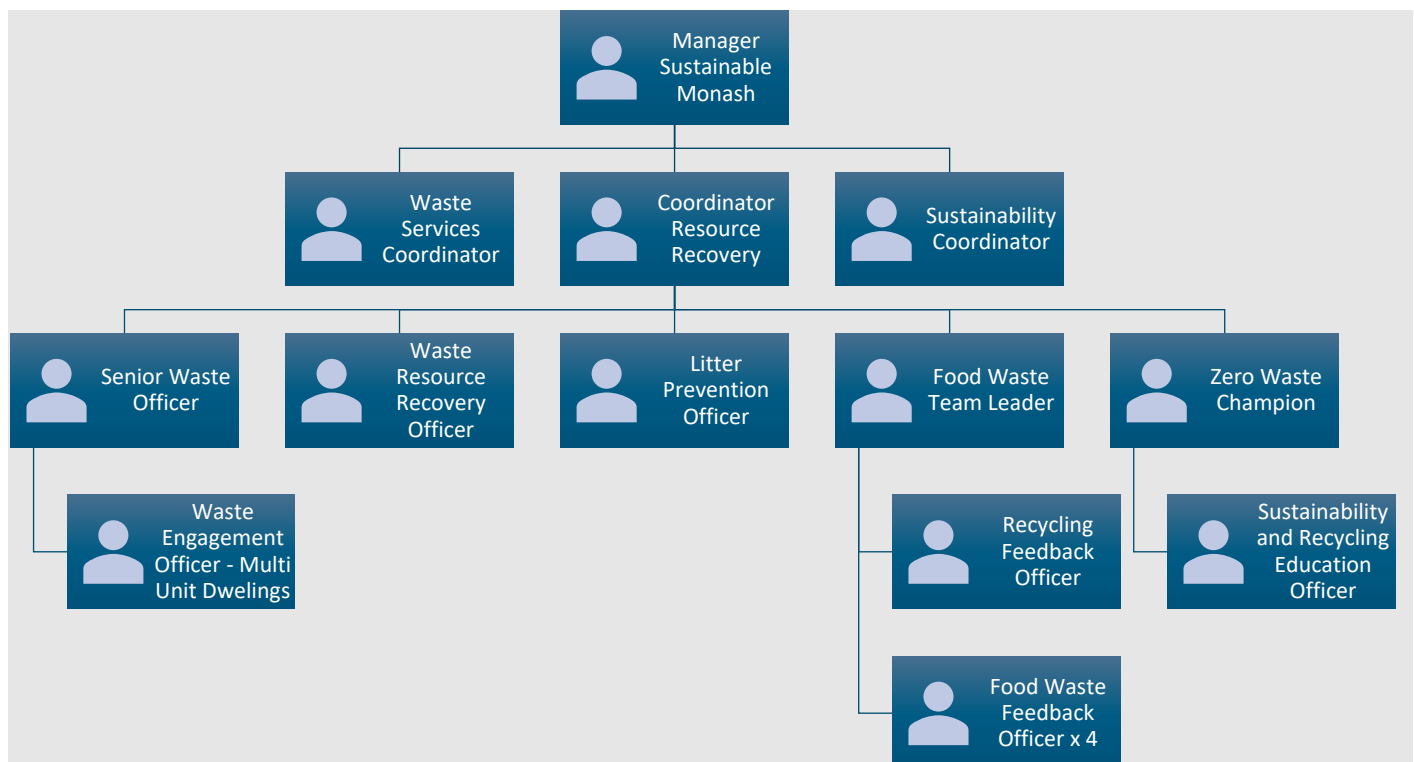
Position Number:	C226015
Banding/Remuneration:	Band 3
Division/Branch:	City Services / Sustainable Monash
Reports To:	Food Waste Team Leader
Date Approved:	August 2024

Position Objectives:

The Food Waste Feedback Officer will assist with delivering the Recycle Right Feedback Program by door knocking Monash residential households that have had Food and Garden waste bins inspected a number of times without improvement. They may be called upon to conduct bin inspections on some occasions too.

The objective of the role is to support households directly with guidance on how to change behaviour and reduce contamination in food and garden waste bins through face-to-face education and targeted household feedback. The Feedback Officers 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:

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
- 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 Covid safe program of work
- Work safely and respectfully in pairs and where possible door knock separate houses 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 Team Leader on program

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

- Check food and garden waste and recycling bins (as directed by Food Waste Team Leader) 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)

Accountability and Extent of Authority:

- The Food Waste 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 Food Waste Team Leader.

Judgement and Decision Making:

- This position requires a flexible approach towards dealing with community members and staff within the project area.
- The Food Waste 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, in order 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 (iPad) to record accurate data
- Ability to manage timeframe, work in pairs and accountable for own work performance
- Availability to work Monday to Friday, (approximately 10am – 2pm daily)

Interpersonal Skills:

- High oral and interpersonal communication with customers/public/employees to resolve minor issues.

Qualifications and Experience:

- 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 get one)

Key Selection Criteria:

- Some experience in community engagement activities (desirable)
- Interest in achieving increased recycling and reducing contamination
- High oral and interpersonal communication with customers/public/employees to resolve minor issues.
- Availability to work Monday to Friday, 10am – 2:30 pm daily, with flexibility to be available outside of normal working hours sometimes (i.e. from 6am)
- Ability to record accurate data using an iPad
- Ability to manage timeframe, work in pairs and accountable for own work performance

Desirable

Valid Victorian or interstate Drivers Licence.


Own vehicle required for use (kms claimable)

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.