



## Position Specification

Position Title:	Waste Communications Officer
Unit:	Waste & Fleet
Reports To:	Manager Waste & Fleet
Accountable To:	Manager Waste & Fleet
Position Grade:	10

Prepared By:	Manager Waster & Fleet
Approved By:	Group Manager Public Works
Employees Signature:	

### BUDGET

<b>Direct</b>	
Operating Expenditure:	Nil
Capital Expenditure:	Nil
<b>Indirect</b>	
Operating Expenditure:	\$168,000
Capital Expenditure:	Nil
Delegated Purchasing and Payment Limit	\$10,000
<b>Staffing</b>	
No. of Staff (Direct Reports)	0
No. of Staff Monitoring (Indirect Reports)	0

### PRIMARY OBJECTIVES

- Support the team in all facets of customer service and waste administration
- Develop & implement the annual targeted waste communication, marketing & information plan
- Refine and review the plan annually to ensure the plan compliments the needs of the community as it relates to the performance of the waste services and meeting state government targets in relation to reducing waste to landfill.
- Budget responsibility for campaigns and promotions
- Conducting community studies and surveys into community needs & requirements for waste reduction.
- Develop and implement specific waste communication programs for specific groups within the community

- Assist in developing strategies to reduce Illegal Dumping
- Develop brochures and communication resources in accordance with new waste services & programs
- Implement communication and information displays utilising Council's Waste trailer at public events & functions
- Assisting the Waste Management Co-ordinator in developing Product performance standards in accordance with Community expectations
- Assisting the Waste Management Co-ordinator in developing Council's internal Waste Policies and Audit Program
- Assisting the Waste Management Co-ordinator with the routine management of the Waste contracts
- Investigating and reviewing current Council clean-up services, in accordance with new initiatives and legislative requirements
- Responding to internal and external requests for information regarding waste services.
- Assisting in the co-ordination of Clean Up Australia Day activities.
- Assisting in the co-ordination of Waste Strategies for Council's special events.
- Develop concept draft artwork and coordinate process through to advertising or development of a variety of material for both waste and recycling initiatives.
- Develop simple information brochures as required
- Use of Council's CRM customer request system and Council's Weighmate system
- Use of different IT systems including MS Office, Photoshop, Publisher, Corel Draw.
- Daily check on contamination incidences in Weighmate and follow through as per customer notification procedure.
- Work to be completed using project management techniques
- Granny Smith Festival organisation as a waste wise event.
- Storage of all communication and educational material
- Develop, implement and refine risk assessments and safe work method statements for use of the van and trailer during events.
- Identify potential sources of funding for projects and complete applications for securing such funding.
- Provide support for the waste team by becoming multiskilled across waste communications, domestic & commercial waste services.

## **KEY ACCOUNTABILITIES**

- Performance measures against Management Plan targets
- Council waste communication, marketing & information plan implemented
- Customer complaints to be processed within the accepted timeframes.
- Target and deadlines met for development and implementation of Communication material and program.
- Annual waste communication report to be completed
- Quarterly return on all tonnages collected from ancillary recycling programs reported to Waste Management Coordinator.
- Accurate records of all events to be collated including numbers attending and total number and different types of events.
- Organise and rollout the annual waste collection calendar.
- Annual review of the waste section of Council's website.

## OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Specification, City of Ryde policies procedures and instructions and work method statements where appropriate. You are also responsible for the following:

### Occupational Health & Safety

- Reporting all injuries/illnesses, incidents, hazards, potential hazards, near misses and damage to City of Ryde property to your Team Leader;
- Performing your duties in a safe manner so as not to put yourself or others at risk of harm;
- Actively participating in OHS training when required;
- Wearing Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Taking care of any plant or equipment that they use;

### Injury Management

- If injured at work, cooperating and participating with any injury management program and return-to-work plans (if applicable);
- If injured at work, complying with obligations imposed under the injury management and return-to-work plans (if applicable);

### Risk Management

- Maintaining all tickets, licences, operative training etc required for the job either by legislation or through City of Ryde policies and procedures and advise Team Leaders of any change to these;
- Participating in workplace inspections if required;
- Participating in risk assessments with their Team Leader when required.

## EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

### As a staff member

You have the **right** to:

- a workplace that is free from unlawful discrimination and harassment;
- fair practices and behaviour in your workplace;
- competitive merit-based selection processes for recruitment or promotion;
- training and development that enables you to be productive in your work and to pursue a career path;
- equal access to benefits and conditions; and
- fair processes to deal with work related complaints and grievance.

You have the **responsibility** to:

- work to the best of your ability and provide quality service to customers;
- recognise the skills and talent of other staff members;
- act to prevent harassment and discrimination against others in your workplace;
- respect differences among your colleagues and customers such as cultural and social diversity;
- treat people fairly (don't discriminate against or harass them); and

- work in keeping with the City of Ryde's EEO Management Plan & other EEO Policies.

## **SELECTION CRITERIA**

### **Essential**

- Tertiary qualifications in waste, communications, marketing or a similar discipline
- Several years experience in waste, education, communications, marketing or similar
- Experience in budget management and proven ability to optimise and fund all campaign outcomes with limited funding
- Proven ability to develop concept draft artwork and coordinate process through to advertising or development of a variety of material for both waste & recycling initiatives utilising a combination of Photoshop, Publisher and/or Corel draw or similar.
- Solid knowledge of current and potential sources of funding for waste projects and experience in applying for and securing such funding from the relevant bodies
- Demonstrated initiation of new ideas for campaign delivery and outcomes
- Proven ability to develop and implement a targeted marketing & information campaign
- Excellent communication and interpersonal skills demonstrated across all spectrums of the community including all age groups, ethnic backgrounds and differing socioeconomic status.
- Experience in administration and solid working knowledge of corporate IT systems such as Microsoft Word, Excel and Outlook
- Proven ability to work successfully as part of a team
- Knowledge of and commitment to OH&S and EEO principles
- Class C Drivers License, the ability to drive the waste van and tow the waste education trailer to efficiently organise & implement community functions.

### **Desirable**

- Post Graduate qualifications in waste, sales, communications or marketing.
- Fluency in relevant community languages such as Korean, Mandarin, Cantonese.