

ROLE DESCRIPTION

Waste Services Officer



Directorate	Communities & Place	Position Number	300567
Branch	Waste and Environmental Sustainability	Position Status	Full time
Section	Waste Services	Position Grade	F
Reports to	Coordinator Waste Services	Band/Level	Band 2 Level 2
Direct reports	1	Award	Local Government (State) Award
Indirect reports	Nil		
Date Authorised	29/09/2025		

PRIMARY PURPOSE OF THE ROLE

This role assists the Coordinator Waste Services in providing strategic business service and support to administer Council's Domestic/Commercial Waste Collection, Disposal and Processing Contracts to ensure the current and future service needs of the community. The Waste Services Officer undertakes data collection and reconciliation in the formation of key reports to meet our legislative requirements.

KEY ACCOUNTABILITIES

1. Provide a full range of administrative and financial support services for the Coordinator Waste Services in line with the delivery plan and legislative requirements
2. Provision of exceptional customer service to internal and external stakeholder inclusive of responding to incoming enquiries (over the phone or face to face), providing information and referring enquiries in an effective and responsive manner.
3. Ensuring that EPA reports such as WasteLocate monthly reports, monthly report through WARRP and the annual WARR Data survey are completed within required deadlines
4. Coordinator of financial services across Council's Domestic/Commercial Waste Collection, Disposal and Processing Contracts ensuring month end reconciliation processes
5. Administer the Waste service application scheme for residents across the shire
6. Undertake investigative research and analyse on customer complaints/ account inquiries

KEY CHALLENGES

1. Build capability in team members to deliver quality services
2. Advise resistant customers in correct waste disposal processes
3. Adapt to changing processes, waste streams and environment

DIRECTORATE STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Waste Services Coordinator/ Waste Operations Team leader	• Provide advice on the data governance and administration of the weighbridge system. • Provide detailed reports that support business requirements.
Business Support Officer	• Allocation and prioritisation of tasks
RRC Operations Coordinator	• Provide timely information relating to weighbridge that will have impacts on the operations of the RRC.

External

Who	Why
Finance	• Liaison for cash management procedures, reports and daily cash reconciliations • Debtors/ creditor issues • Rate applications/ approvals
Customers	• Provide accurate information to residents / commercial customers in a timely manner and direction to accounts inquiries and issues
Suppliers	• Provide central point of contact for all contract/ purchase order/ reconciliation functions.

DELEGATIONS BY POSITION

Delegations for the position are listed in the Register of Delegations for Wingecarribee Shire Council and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

ESSENTIAL CRITERIA

1. Diploma in Business Administration/ Finance or related discipline, or extensive experience in administration
2. Demonstrated high level experience in the use of Microsoft Office Suite, including Word, Excel, Outlook and PowerPoint.
3. Sound understanding of dealing with internal and external customers including written and verbal communication on a daily basis, including the ability to apply discretion with sensitive information
4. Demonstrated experience in the provision of accurate reports from complex data systems/ sources applying attention to detail, accuracy within an agreed timeframe.
5. Sound understanding of contract requirements and management.
6. An understanding of local government and role within the community.

ESSENTIAL REQUIREMENTS

- Being able to demonstrate the physical requirements of the role as detailed in the position description
- Participate in random drug and alcohol testing
- Participate in All staff orientation and mandatory training
- Complete immunisation record of Tetanus

WHS RESPONSIBILITY

Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Adequately familiarise and actively fulfil all WHS responsibilities as indicated in Council's WHS Roles and Responsibilities Matrix.

PHYSICAL DEMANDS CHECKLIST

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Constant
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Frequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Repetitive
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	Frequency
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Occasional
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Frequent

Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
Aggressive & Uncooperative People - e.g. irate customers	Occasional

Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Occasional
Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent

CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Capability Group	Focus Capability	Capability	Competency Level Required					
			Read the behavioural indicators for each level for the listed capabilities before selecting a level.					
 Personal Attributes	☐	Manage Self	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☒	Display Resilience and Adaptability	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Act with Integrity	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Demonstrate Accountability	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Relationships	☒	Communicate and Engage	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Community and Customer Focus	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Work Collaboratively	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Influence and Negotiate	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Results	☐	Plan and Prioritise	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Think and Solve Problems	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Create and Innovate	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☒	Deliver Results	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Resources	☐	Finance	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Assets and Tools	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☒	Technology and Information	☐ N/A	☐ Foundational	☒ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Procurement and Contracts	☒ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 Workforce Leadership	☐	Manage and Develop People	☒ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Inspire Direction and Purpose	☒ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Optimise Workforce Contribution	☒ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Lead and Manage Change	☒ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	(Intermediate)	• Adapts quickly to changed priorities and organisational settings • Welcomes new ideas and ways of working • Stays calm and focused in difficult situations • Perseveres through challenges • Offers own opinion and raises challenging issues
Resources Technology and Information	(Intermediate)	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Results Deliver Results	(Intermediate)	• Takes the initiative to progress own and team work tasks • Contributes to the allocation of responsibilities and resources to achieve team/project goals • Consistently delivers high quality work with minimal supervision • Consistently delivers key work outputs on time and on budget

Template created by	Name	Date

FORM SUBMISSION
People and Capability

People and Capability Office Use only

Audited, graded and approved by HRBP	Name	Date

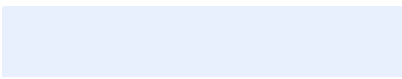
Recruitment Officer Uploaded PD into PULSE	Name	Date

ACKNOWLEDGEMENT

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee enter a name Signature  Date enter a date.
