

Position Description



Team Leader Waste and Cleansing Services

Position Title:	Team Leader Waste and Cleansing Services
Position Number:	
Classification:	Band 7
Directorate:	Infrastructure and City Services
Department:	City Operations
Approved by:	Manager City Operations
Date approved:	July 2026

1. Position Overview

The Team Leader Waste and Cleansing Services will lead a team of supervisors and officers responsible for the coordination of daily operations of the City Amenity team, including waste collection, litter collection, toilet cleaning, loose litter, public reserves, yard operations, deep cleaning, dumped rubbish, beach cleaning, seaweed removal and gravel works.

Council is responsible for the maintenance, cleanliness and amenity of roads, open spaces, beaches and public toilets within the municipality.

The Team Leader will provide collaboration of the City Amenity teams including supervising, leading, motivating and developing staff to achieve agreed service levels.

2. Position Objectives

- Provide leadership, performance management, coaching and workforce development to Supervisors and operational staff, ensuring effective induction, communication and engagement across the service.
- Lead the delivery of Waste and Cleansing Services, coordinating planned, reactive and emergency works to ensure service standards and community expectations are met.
- Lead workplace health, safety and compliance activities, ensuring staff training, operational procedures, risk controls and legislative obligations are implemented, monitored and maintained.
- Plan, schedule and coordinate operational programs, resources and asset-related activities to deliver services efficiently and in accordance with Council standards.
- Monitor service performance through inspections, audits, reporting and quality assurance processes to ensure compliance and drive continuous improvement.
- Manage customer enquiries and escalations, ensuring timely resolution, effective communication and a high standard of customer service.

- Oversee workforce administration including timesheet approvals, payroll verification, resource allocation and overtime management.
- Provide specialist technical advice and maintain effective relationships with internal stakeholders, contractors and service providers to support operational outcomes.
- Manage contractors, fleet, materials, procurement and operational resources to ensure safe, efficient and cost-effective service delivery.
- Respond to customer requests, CHARM and Snap Send Solve enquiries, complaints and unplanned cleansing requirements, engaging professionally with residents and stakeholders to achieve positive outcomes.

3. Organisational relationships

Internal	External
• Facilities • Fleet • Street sweepers • Sports and Recreation • Customer Service/CRM • Mechanics • Parks and Open Space • Events team	• Facilities • Contractors • External suppliers • Park users and visitors
Reports to:	
• Coordinator City Amenity	
Supervises	
• Supervisor Litter and Yard Collection • Supervisor Bin Collection • Supervisor Public Amenity Cleansing • Seaweed Collection and Works	

4. Position Characteristics

Accountability and Extent of Authority

Manage resources and/or provide advice to or regulate customers and/or participate in the development of policy.

The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

Provide specialist advice to or regulate customers, the freedom to act is subject to professional and regulatory review. The impact of decisions made, or advice given, may have a substantial impact on individual customers or classes of customers.

In positions where the prime responsibility is in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed. All positions in this Band would have an input into policy development within their area of expertise and/or management.

Judgement and Decision Making

Essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these

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established techniques are not appropriate. Guidance is not always available within the organisation.

In positions where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Specialist Skills, Knowledge and Experience

Positions level require proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.

Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.

An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates is required.

Knowledge of, and familiarity with, the principles and practices of budgeting and relevant accounting and financial procedures may be required.

Management Skills

Positions require skills in managing time, setting priorities and planning and organising own work, and where appropriate, that of other employees so as to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable, despite conflicting pressures.

Positions require an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes, and contribute to the development and implementation of long term staffing strategies.

Interpersonal Skills

Positions require the ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of broadly defined activities, and to motivate and develop employees.

Employees must be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.

Qualifications and Experience

The skills and knowledge needed for entry to Band 7 are beyond those normally acquired through tertiary education alone and would be gained through completion of a degree or diploma course with several years of subsequent relevant experience.

Skills and knowledge might be acquired through higher formal qualifications, either in the field of specialist expertise or in management, together with a shorter period of experience, or they might be acquired through lesser formal qualifications with extensive relevant experience.

5. Key Selection Criteria

- Relevant qualifications in Leadership, Management, Waste Management, Environmental Services, Civil Construction or a related discipline, or substantial experience in a comparable leadership role.
- Demonstrated experience leading and managing multi-disciplinary operational teams in a large-scale service delivery, waste management, cleansing, infrastructure or local government environment, including workforce performance, engagement and continuous improvement.

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- Proven ability to lead Supervisors and operational employees while managing contractors and service providers to achieve operational outcomes, contractual obligations and service standards.
- Highly developed communication and stakeholder management skills with the ability to effectively manage customer enquiries, complaints and escalations while maintaining positive community and organisational relationships.
- Demonstrated knowledge and application of Workplace Health and Safety legislation, risk management principles and compliance requirements, with the ability to foster a strong safety culture across operational teams.
- Proven ability to develop, coordinate and monitor operational work programs, resource allocation and service schedules, ensuring efficient service delivery and achievement of organisational objectives.
- Sound technical knowledge of waste, cleansing and public amenity operations, including plant, fleet, equipment and service delivery requirements, with the ability to provide expert operational advice and guidance.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia
- Ability to satisfactorily pass a national police check (and where necessary an international check)
- Current Victorian Driver's Licence (or ability to travel between required work locations in a timely fashion).
- Current Truck License, Light Rigid (LR)

Physical

Daily work will be performed in indoor and outdoor environments, as such:

- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- You will be exposed to conditions normally encountered in indoor and outdoor environments.
- Successful applicants must undertake a physical assessment to ensure they meet the inherent physical requirements of the role.

Psycho-social

- Resilience and adaptability
- Ability to manage stress effectively, maintain a positive attitude, and demonstrate emotional intelligence
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

Ability to work in a team environment or individually

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