

Position Description

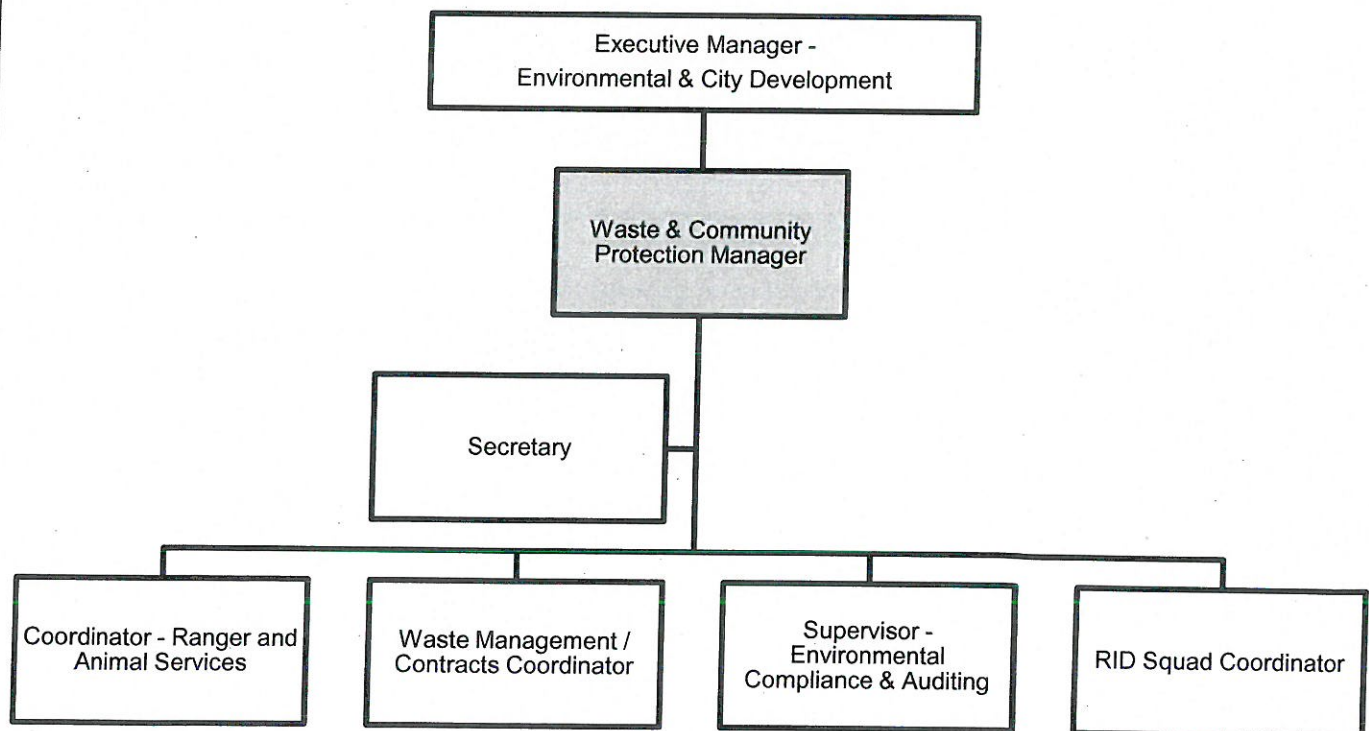
Position Title:	Waste and Community Protection Manager
Band Level Grade:	Band 4 Level 1 Grade 2
Department:	Waste and Community Protection
Date:	1 July 2013

Position Purpose

The Waste and Community Protection Manager is responsible for the effective leadership, direction and coordination of the Waste Management, Regulatory Control Services and Environmental Compliance.

Key Specific Functional Responsibilities	Key Generic Functional Responsibilities
<ul style="list-style-type: none"> • Waste Management • Regulatory Control (Ranger Services; Animal Control; Regional Illegal Dumping Squad) • Environmental Compliance 	<ul style="list-style-type: none"> • Management and Leadership • People Management • Financial Management • Corporate Governance • Performance Planning • Customer Service • Manage Work Health and Safety and Injury Management

Department Structure



Key Specific Functional Responsibilities**1. Waste Management****Major Actions**

- Manage and administer the operation of Council's waste management services to the residents of the City
- Implement waste collection services to achieve a reduction in domestic waste to landfill and obtain high resource recovery
- Provide community information and education programs about sustainable resource management

Performance Measures

- A Waste Management Strategy is formulated and education programs conducted
- Waste management activities are planned, carried out and monitored
- Waste management technology is investigated and improvements implemented, where possible
- An increase is achieved in the amount of domestic waste diverted from landfill each
- Additional household refuse clean-ups are conducted in accordance with schedule
- Accurate recording systems are maintained relating to waste management services
- Positive feedback is received from the public and community

2. Regulatory Control**Major Actions**

- Manage and administer Council's Ranger Services activities
- Regulate on-street and designated parking areas, protect public lands and community property/facilities, and enforce regulatory compliance issues
- Manage and administer Council's responsibilities under the Companion Animals Act
- Manage and administer the delivery of the Regional Illegal Dumping Strategy

Performance Measures

- Rangers provide a community protection service to the community and car parks and public areas are monitored
- Customer requests are dealt with in a timely and appropriate manner
- Stray animals are collected and impounded in a humane manner
- Residents' concerns and requests are dealt with in a courteous and appropriate manner
- Community education programs are conducted on animal management and care
- RID Squad investigations are conducted within allocated regions
- Monthly reports on the operations of the RID Squad are produced and reported to the Management Committee

3. Environmental Compliance**Major Actions**

- Manage and administer Council's Environmental Compliance activities
- Manage the control of unauthorised development in the City
- Ensure development in the City is managed on contemporary principles of ecological sustainability

Performance Measures

- Systems to prohibit and respond effectively to illegal and unauthorised development are developed and implemented
- Systems are developed and implemented that effectively support businesses within the city to comply with development approvals
- Development within the city complies with both regulatory and organisational requirements

Key Generic Functional Responsibilities**4. Management and Leadership****Major Actions**

- Ensure the implementation of Council's resolutions, policies and decisions
- Provide leadership and coordinate operations and performance
- Develop and maintain an appropriate structure that satisfies Council requirements
- Provide organisational leadership and support
- Develop and maintain Service Specifications for all assigned functions

Performance Measures

- Linkages between the operational plan, organisations resolutions, policies and decisions, and the responsibilities of relevant groups and individuals are established
- Staff receive the required information, consistent with their competencies and operational plans, and are both empowered and accountable for the implementation of resolutions, policies and decisions delegated to them
- Departmental output reflects an established environment of motivation and staff development
- Staff performance and professional competence is continuously improved through engagement in a range of professional activities
- Business processes, product delivery and customer service are continuously improved through engagement in a range of professional activities
- Positive role modeling, effective communication and consultative decision making result in workplace change being embraced and resourced
- Service Specifications are current and accurate

5. People Management**Major Actions**

- Undertake human resource planning
- Ensure practices provide for a discrimination free work place
- Provide career development opportunities
- Manage the performance of individuals

Performance Measures

- Departmental HR needs are determined and regularly reviews within the current and anticipated business needs and budget
- Existing competencies of staff are compared with the business needs and alternatives to staffing needs and utilisation are developed
- EEO initiatives are developed and documented
- Appropriate action is taken if EEO breaches occur
- Equal access is established and implemented through training and opportunities
- Positive performance management processes are applied equitably to all staff
- All Departmental Employee Performance Planning and Reviews (EPPR) are completed and forwarded to Workforce Development within designated timeframe
- Directly managed staff are encouraged to improve their work performance through regular feedback and self evaluation
- Staff are given the opportunity to take on challenges through task variety, task sharing and career development opportunities
- Grievance procedures are managed according to policy and procedure, and optimise the likelihood of positive outcomes

6. Financial Management**Major Actions**

- Determine and report on financial implications of Policy and Procedure development
- Prepare departmental budget
- Manage budget
- Analyse budget data, and identify and report on trends
- Manage Council's assets held

Performance Measures

- Strategic and operational plans are linked to financial planning objectives
- Revenue, expenditure and capital investment proposals are developed through consultative processes and take account of past experience, present trends and future expectations
- Realistic cost benefit and risk analyses/management plans are incorporated into all financial proposals
- Performance measures and tactics for monitoring financial processes are identified for each proposal
- Budget proposals comply with the organisations values, policies, code of conduct, legal and ethical requirements
- Budget is developed and presented within designated timeframe
- Financial implications from policy development, legislative changes and investment proposals are documented and reported
- Financial documentation maintains accountability for expenditure of public monies
- The reportable supervisor is advised of variances outside 5%
- Identify, monitor and report on influences on expenditure and revenue
- Council's Assets are maintained and utilised to maximise effective operations

Key Generic Functional Responsibilities**7. Corporate Governance****Major Actions**

- Contribute to promoting a culture within the organisation that ensures adherence to Corporate Governance guidelines and principles
- Keeping abreast of development and trends in all 3 levels of government and business
- Provide assistance to the General Manager and a Sole Reviewer/Conduct Review Panel in case of an alleged breach of Councils Code of Conduct

Performance Measures

- Standards of probity are developed and implemented covering the following:
 - Anti-discrimination
 - Ecologically sustainable development
 - Codes of conduct
 - Grievance, dispute, dismissal procedures
 - Protected disclosures
 - Complaints handling procedures
 - Privacy/confidentiality
 - Management of risk
 - Fraud control
 - Internal control and reporting
 - Work health and safety
 - Equal employment opportunity
- Breaches of acceptable standards are dealt with using established guidelines
- Keeping abreast of contemporary issues raised by either the Division of Local Government, ICAC, the NSW Ombudsman or another Government Agency
- No adverse comments are received with the level of assistance provided to the General Manager/ a sole reviewer or Conduct Review Committee

8. Performance Planning**Major Actions**

- Accountable for the delivery of the assigned tasks, budgets, KPI's and projects within the Delivery Program
- Contribute to the development, implementation and achievement of the Operational Plan, Activity Plans and other plans and reports as required by the General Manager, the Council and Local Government regulations

Performance Measures

- Tasks, budgets, KPI's and projects are delivered as per agreed timetable
- Initiatives are developed and documented which increase opportunities for Council
- Plans presented as required by the Local Government Act
- Delivery of Plans and Reports as per agreed specification and timetable
- Level of staff satisfaction with their involvement in and understanding of the Operational Plan and Delivery Program
- Activities and priorities are met
- Systems are established and managed which constantly evaluate and improve services provided
- Services developed are both contemporary in nature and provide a strategically sound reference for the future

Key Generic Functional Responsibilities**9. Customer Service****Major Actions**

- Manage systems which ensure outstanding customer service
- Effectively communicate with Council's objectives, activities and priorities and in a range of forums
- Liaise and negotiate with the community, government/non-government agencies, other professional and council staff on a range of matters

Performance Measures

- Promotion of Council's Customer Service Charter is demonstrated throughout the department
- The Department adheres at all times to the Customer Service Charter and specific Service Specifications
- Manage and respond to customer service levels through systematic review processes
- Represent Council in a range of forums conforming to established presentation standards and ensure Council's objectives, activities and priorities are accurately represented
- Advice given to any forum is contemporary and within council guidelines

10. Manage Work Health and Safety (WHS) and Injury Management (IM)**Major Actions**

- Communicate WHS and IM policies
- Attend training as required and ensure completion of training by supervised staff
- Manage the procedural development and implementation of risk assessments and ensure they are reviewed in line with designated timeframes
- Manage implementation and use of risk control measures
- Participate in consultative processes for the management of WHS, and ensure consultation processes are available to, and used by, supervised staff

Performance Measures

- WHS and IM policies and procedures are effectively communicated to all employees, contractors and volunteers and visitors are controlled at worksites
- All required training has been completed, including induction has been provided and completed for relevant personnel
- All supervised staff have completed required training
- WHS procedures are identified and complied with, setting an appropriate workplace example
- Risk assessment documentation is completed in line with legislative requirements, and risk assessments are reviewed at least annually or more frequently if required
- Risk control documentation is completed and records kept in accordance with council procedures
- Participation in consultation process is on record
- Record of supervised staff participation in consultation

Qualifications, Experience and Specialist Skills & Knowledge**Essential**

- Tertiary qualifications in a relevant field and demonstrated experience in one or more of the following service delivery functions - waste management, regulatory control and environmental compliance management
- Proven experience in staff management and leadership and ability to build teams with a commitment to high standards of performance
- Demonstrated ability to develop budgets and maintain and control expenditure within budget
- Demonstrated capacity to establish and maintain effective working relationships with internal and external stakeholders to deliver agreed outcomes
- Demonstrated excellent written and verbal communication skills; negotiation and conflict resolution skills, including demonstrated experience in dealing with community members and groups
- Ability to conduct meetings and lead group discussions
- Demonstrated knowledge and understanding of the principles and practices of EEO and WHS, and an ability to apply them to work practices
- Current Class C Driver licence

Desirable

- Demonstrated knowledge of relevant provisions of the Local Government Act and other relevant legislation
- Demonstrated working knowledge of the Microsoft suite of products (Word, Excel/ Access/ PowerPoint etc)
- Previous experience in a Local Government environment

Position Based Core Skills Training

- Work Health and Safety
- Equal Employment Opportunity and Diversity
- Governance
- Drug and Alcohol Control Policy
- Manual Handling
- Hazard Identification
- Code of Conduct

Values and Behaviours

Penrith City Council and Staff support the following Values and Behaviours:

Integrity

- I am honest, ethical and maintain public trust
- I do what I say I'm going to do and I stand up for what I believe in
- I set a standard to be proud of amongst the community
- I do the right thing - even when no-one is looking

Selflessness

- I am willing to put others before me and assist them when needed
- I put the good of the Council and the community above personal goals
- I support sustainability and cater for the wellbeing of future communities
- I uphold social justice principles

Accountability

- I take responsibility for decisions and actions, whatever the outcome
- I take responsibility for work, behaviour and how resources are used
- I ensure a safe and healthy workplace
- I take ownership of my work
- I operate within delegations

Honesty

- I tell the truth and correct misinformation
- I will refuse any bribes and I do not steal
- I trust in our relationships
- I ensure duties are undertaken in a lawful manner

Leadership

- I take responsibility and I am a good role model
- I inspire others in the organisation and community to be the best they can
- I have the courage to do the right thing
- I listen and communicate clear directions and actions
- I am creative and innovative

Impartiality

- I am always fair and treat people equally
- I am understanding and act objectively
- I separate personal interests from work responsibilities
- I base all decisions on merit and facts I am consistent in the application of processes

Openness

- I am transparent and straight-forward
- I am able to discuss problems or concerns and give reasons for decisions
- I share information appropriately
- I am obliged to report wrong-doing

Respect

- I treat others fairly and objectively
- I value and accept other people's differences
- I treat others with dignity, kindness and in the spirit of service
- I treat people how I would like to be treated
- I recognise the worth of individuals