

<b>Job title:</b> Waste Education Officer	
<b>Classification:</b> Band 6	<b>Effective Date:</b> January 2024
<b>Reports to:</b> Coordinator Waste Reduction and Recycling	<b>Tenure:</b> Permanent full time

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer Experience and Service Delivery**



**Great Organisational Culture**



**Innovation and Continuous Improvement**



**Good Governance and Integrity**



**Long Term Financial Sustainability**

### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

#### Collaboration

We work flexibly together to achieve outcomes and solve problems.

#### Respect

We actively listen, value diversity and care.

#### Excellence

We adapt, respond, learn and grow.

#### Accountability

We take responsibility and follow through on our promises.

#### Trust

We act with integrity and are empowered to make decisions.

## Goal Statement

To plan, prepare and implement effective and engaging community waste education to support Council's Waste Management Strategy, including kerbside waste and recycling services, waste avoidance, resource recovery, circular economy, illegal dumping, and litter reduction.

## Key Responsibilities

### *Position Specific Responsibilities*

- Develop, implement, and review community and corporate waste education in collaboration with Waste Reduction and Recycling team to achieve objectives from Council's Waste Management Strategy 2018-2028 and accompanying action plan.
- Review and develop waste education materials for best use of Council's kerbside waste and recycling services.
- Assist and implement community communication and education including community engagement activities in preparation for Councils transition to a 4-stream kerbside waste service.
- Determine, evaluate and review programs and events in Council's annual Waste Education plan to promote circular economy principles and positive community waste behaviours.
- Work with Council's Strategic Marketing and Communications team to respond to waste challenges for minimising waste to landfill, improved Council response to dumped rubbish and contamination, and best use of Council's recycling and waste services.
- Track and manage spend on Council's waste education budget, and related procurement processes, including engaging, supervising, and managing consultants, seeking competitive quotes and reporting on budget spend.
- Investigate and roll out innovative and emerging practices for communicating with Council's changing and multicultural community to promote best waste and recycling behaviours.
- Work with Council's bin inspection contractors to continuously improve and deliver effective education.
- Maintain key relationships and partnerships with relevant organisations, including education providers, government agencies and other Council teams for improved community waste behaviours.
- Provide technical input on best practice community waste engagement, education and litter minimisation for Council projects, strategies, and services.

- Respond with a customer focus to community and staff requests relating to waste and recycling education.
- Keep up with industry and service changes to ensure up to date information can be provided to customers in a timely fashion.
- Work closely with Council's Environmental Sustainability team to implement coordinated waste related events, communications, and relevant projects.
- Apply for and project manage waste education related grant funding where available.

#### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets, and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets, and equipment.

#### **Authority**

*Budget:* Operate within project and service budget limits. Will be required to prepare project and program budgets for some waste education projects and programs.

*Staff responsibility:* Supervise temporary and contract project employees, volunteers or contractors as required.

*Decision Making:* The position will make decisions within project management guidelines to ensure the satisfactory outcome of projects or programs.

#### **Key Relationships**

- Diverse staff in the Waste Reduction and Recycling team across waste operations, strategic waste projects and administration
- Collaborate with internal staff across the organisation, particularly those who work in environmental education, delivery of community programs, projects and events, and those managing waste related issues such as illegal dumping.
- Maintain professional relationships with external stakeholders including facilitators, educators, government departments and agencies, council officers and environmental education and waste network groups.

## Role Requirements (Essential)

### *Qualifications/Certificates/Licences and Experience*

- Tertiary qualification in Environmental Science/Management, Education, Marketing, Communications, or relevant qualification.
- Demonstrated experience in planning and delivering effective community education, in the areas of waste management or related environmental programs.
- Demonstrated experience in delivery of waste or environmental projects, strategy monitoring, contract management or project management.
- Demonstrated experience leading working groups involving staff or community members.
- Previous experience or knowledge of relevant Local Government legislation and procedures would be an advantage.
- Strong understanding of key environmental sustainability issues such as circular economy, waste avoidance and minimisation, resource recovery, and recycling and waste processing.
- Good research and investigation skills
- Understanding of the principles of behaviour change and community engagement.
- Knowledge of waste services, service contracts, relevant State Government legislation.
- Experience in recycling and waste service promotion.
- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### *Technology*

- Proficiency in Microsoft Office products including Word, Excel; PowerPoint; Outlook.
- Experience with HP Content Manager (TRIM) and Pathway programs is desirable.
- Experience using social media platforms including Facebook and Instagram is desirable.
- Experience with community engagement platforms including Our Say, Mail Chimp would be an advantage.

### *Interpersonal*

- Must have excellent communication skills, interpersonal skills, and networking skills.
- Highly developed written communication skills and the ability to convey complex issues in simple language.
- Highly- developed oral communication and presentation skills.

- Ability to build and maintain strong relationships with customers, team members and other internal and external stakeholders.

*Leadership/management:*

- Demonstrated project co-ordination skills, self-starter, and show initiative.
- Skills in managing time, setting priorities, and planning and organising own work to achieve goals and meet deadlines.
- Demonstrated ability to work collaboratively in a team environment with a willingness to assist others to resolve issues and enquiries.
- Ability to manage and track budget.

### **Key Selection Criteria**

1. Tertiary qualification in Environmental Science/Management, Education, Marketing, and/or Communications combined with minimum of 3 years relevant experience.
2. Demonstrated experience in planning and delivering community education and community engagement programs, particularly in the areas of waste and recycling, circular economy or related environmental programs.
3. Strong understanding of key environmental sustainability issues, such as waste avoidance and minimisation, circular economy, resource recovery, recycling, and waste processing.
4. Highly developed oral and written communication skills and the ability to make public presentations.
5. Ability in managing time, setting priorities, achieving goals and meeting deadlines.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Setting up events, storing/retrieval educational collateral	Occasionally	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Setting up events, storing/retrieval educational collateral	Occasionally	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	Setting up events, storing/retrieval educational collateral	Occasionally	
<b>Standing</b> Tasks involve standing in an upright position	Attending events	Occasionally	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	Setting up events, storing/retrieval educational collateral	Occasionally	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	Setting up events	Occasionally	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Setting up events, storing/retrieval educational collateral	Occasionally	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	Setting up events, storing/retrieval educational collateral	Occasionally	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	Office Based work	Frequently	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	Using computers and reading materials	Frequently	

**Any other relevant comments:**