

Position Title	Team Leader Waste Operations
Department	Community Services
Unit	Waste and Cleansing
Team	Waste Operations
Supervises	Domestic or Recycling or Commercial
Reports To	Coordinator Waste
Grade	G
Date Prepared	4/08/2025
Date Last Updated	4/08/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

Ensure the effective and safe operation of waste management services which includes fostering a safety-first culture, maintaining and updating safety documentation, and ensuring compliance with relevant laws and regulations.

The Team Leader is also responsible for supervising, guiding, mentoring and coaching team members, fostering a culture of continuous improvement and safety. By managing resources, addressing operational issues, the Team Leader plays a crucial role to ensure Council's Waste Operations services are provided efficiently and effectively.





Accountabilities

- Foster a safety first culture of within the team, encouraging drivers to prioritise safety and report any issues
- Maintain Council's Safety Management system, updating all safety documentation, and maintaining risk assessments relevant to the area
- Measuring, assessing and reporting on Safety, Environmental and Operational performance indicators
- Run reports and assess training needs and communicate actions to Coordinators and team leaders
- Ensure all team members and other workers are trained and follow all safety policies and procedures
- Provide technical and operational advice to all team members and other workers
- Monitor and evaluate performance towards Waste Operations goals and objectives
- Ensure that all team members comply with relevant laws, including the Heavy Vehicle National Law (HVNL) and CoR regulations
- Monitor driver schedules/hours worked to ensure compliance with Heavy Vehicle National Law (HVNL) and CoR regulations.
- Comply with Heavy Vehicle National Law (HVNL) and CoR regulations by managing and identifying risks, record keeping, cooperating with authorities when relevant
- Keep up to date with relevant legislation, programs and resources and share knowledge or any changes with the team
- Ensure team member documentation is completed and ad hoc audits are undertaken (fatigue, mass, pre and post run)

- Ensure all incidents and near misses are reported and investigated as per Council policy and procedure
- Analyse and evaluate service improvement requests and ideas
- Daily drive past identified Hotspot area's and proactively remedy and co-ordinate for all areas
- Assess and implement immediate solutions to daily operational issues and problems as they arise
- Ensure toolbox talks are conducted with team members and relevant information is shared as well as maintaining records of toolbox talks
- Maintain databases and spreadsheets for tonnages collected and maintain run sheets accurately
- Prepare reports and statistical data on activities
- Liaise between the Rangers, Environmental Protection team and the Dumped Rubbish Supervisor to ensure that dumped rubbish requests are allocated to the correct Council team
- Communicate effectively with the community, customer base and other stakeholders
- Assisting in the creation and implementation of a forward Planning Program for all activities associated with Waste Operations
- Assist the Manager Waste and Cleansing in the preparation and management of Waste Services budget and Team Plan
- Other tasks and duties as required

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – People Leader Profile 2		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Advanced
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Intermediate

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 satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Safety and Accountability	Advanced	<ul style="list-style-type: none"> • Is prepared to make decisions involving tough choices and weighing of risks • Addresses situations before they become crises and identifies measures to avoid recurrence • Takes responsibility for outcomes, including mistakes and failures • Coaches team members to take responsibility for addressing and resolving challenging situations • Oversees implementation of safe work practices and the management framework
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports

		<ul style="list-style-type: none"> • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Resources		
Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these
People Leadership		
Optimise Workforce Contribution	Intermediate	<ul style="list-style-type: none"> • Develops team/project plans that make the best use of the skills and strengths of people in the team • Plans and monitors resource allocation against unit/project plans • Identifies solutions to current and potential resource/ capability gaps • Participates in workforce planning to ensure the availability of capable resources

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Class Heavy Rigid Licence

Essential Experience

- Proven experience in leading and managing teams, preferably in a waste management or similar operational environment. This includes setting goals, providing feedback, and resolving conflicts
- Experience in training team members on safety procedures, operational tasks, and compliance requirements. This includes conducting toolbox talks and identifying training needs
- Excellent communication skills to effectively liaise with team members, other departments, and external stakeholders. This includes the ability to prepare reports and maintain accurate records
- Strong problem-solving skills to address daily operational issues and implement immediate solutions. Experience in analysing and evaluating service improvement requests is beneficial
- Ability to provide technical and operational advice to team members and other workers, ensuring that all activities are carried out efficiently and safely

Desirable Qualifications and or Experience

- In-depth knowledge of waste management operations, including route planning, scheduling, and the use of relevant equipment and technology. Experience in monitoring and evaluating operational performance indicators is important
- Strong understanding of safety regulations and compliance, particularly with laws such as the Heavy Vehicle National Law (HVNL) and Chain of Responsibility (CoR) regulations. Experience in maintaining safety management systems and conducting risk assessments is crucial

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: HR Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>