

Position Title	Clean City Officer
Department	City Future
Division	
Unit	Sustainable Future
Team	Waste Planning and Strategy
Supervises	NIL
Reports To	Team Leader, Waste Planning and Strategy
Grade	G
Date Prepared	9/08/2021
Date Last Updated	18/08/2026

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

Implement and coordinate a range of initiatives to prevent the illegal dumping of unbooked bulky waste, including community education, stakeholder engagement, policy implementation, compliance monitoring, and enforcement activities. Undertake end-to-end case management of compliance and investigative matters, ensuring all investigations are conducted in accordance with legislative and organisational requirements. Maintain comprehensive and accurate records of all compliance activities and evidence to support enforcement actions and, where appropriate, preparation for prosecution proceedings.

Accountabilities

- Central to this position is the systematic monitoring of streets and hotspots to find, identify, record and report the illegal dumping of unbooked bulky waste and to implement a set of education and engagement strategies designed to increase understanding that dumping is wrong and to encourage personal responsibility for managing waste correctly. In cases where education and engagement are not effective the position needs to understand legislative and enforcement strategies including to manage investigating incidents and issuing penalties.
- Building internal and external relationships as well as data and research are essential factors to improve knowledge and understanding of the drivers of illegal dumping and to develop effective strategies for addressing it.
- Effectively communicating with a diverse range of audiences through a wide range of channels is essential to deliver the program to a wide range of residents.
- Key relationships include residents, including those doing the wrong thing and those wishing to complain about an issue. Internally key partners include: Waste Operations; Regulatory Services; Customer Service; Resource Recovery; and Communications. Externally they include: NSW EPA; real estate agents; strata and building managers and the Department of Housing; education and enforcement officers from other councils.

- A key challenge faced by this position is the complexity of illegal dumping as an issue. There are many drivers that contribute to the problems; genuine lack of knowledge; incorrect information; cultural differences or misunderstandings; malicious intent; social or financial disadvantage; structural deficiencies in homes or buildings; social norms; complicated lifestyle issues and more. Each of these may need a different approach to effectively address. The resource intensive logistics required to monitor, identify, and remove dumping is another challenge. If these activities are not done correctly they will likely encourage further dumping.

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 – Technical / Professional Specialist

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

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		
Act with Integrity	Advanced	• Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Relationships		
Communicate and Engage	Adept	• Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Results		
Deliver Results	Adept	• Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team

		- Identifies resource needs, including team, budget, information and tools - Allocates responsibilities and resources appropriately - Gives team members appropriate flexibility to decide how to get the job done
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

* 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.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- C Class Drivers Licence

- Certificate 1-IV in Regulatory Compliance or equivalent

Essential Experience

- Demonstrated working knowledge of relevant legislation such as the Local Government Act, Protection of the Environment and Operations Act, Environment Planning and Assessment Act and regulation, and other associated Acts
- Demonstrated understanding of education and engagement strategies
- Demonstrated ability to investigate, gather evidence and resolve matters in a methodical and timely manner.
- Highly developed interpersonal skills, people skills, conflict resolution, and mediation and negotiation skills.
- Ability to work in multi-disciplinary teams with internal and external stakeholders.
- High level communication, interpersonal skills and public presentation skills.
- Demonstrated experience in report writing including ability to measure, evaluate and meet reporting requirements.
- Ability to operate independently and as part of a team.
- High level of computer and technology literacy
- Ability to work in a flexible environment, including weekends, and evenings.

Desirable Qualifications and or Experience

- Current First Aid Certificate
- SEINS enforcement training

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☐	☒
Does this position require incumbent to undergo criminal reference check?	☒	☐
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☒	☐
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☒	☐