

POSITION DESCRIPTION

MANAGER WASTE SERVICES

POSITION DETAILS

Date of Position Description	September 2025
Position Title	Manager Waste Services
Position Grade	18
Directorate Business Unit	City Services & Projects Waste & Cleansing
Reports to	Group Manager Waste & Cleansing
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements
Job Location	316 Victoria Road, Rydalmere (Council retains the right to alter locations should the operational need arise)

POSITION OVERVIEW

The Manager Waste Services is responsible for leading a capable team of professionals to undertake the delivery of the waste services. They will provide leadership, direction and support to the team and broader business unit to drive and lead the development of an innovative and best practice waste strategy including circular economy and service delivery to achieve results against Council's strategic directions. Evaluate current and future organisational needs and develop creative waste and cleansing policies and management strategies and responses that enable Council to deliver an efficient waste service.

KEY RESPONSIBILITIES

Role specific

- Oversee the management of all waste services including but not limited to:
 - Domestic waste collection
 - Commercial waste collection
 - Council's generated waste including Event waste
 - Illegal dumping
 - Development Assessment waste referrals
 - Community Recycling Centre
- Effectively participate as a proactive member of the Waste & Cleansing unit with a strong customer focus whilst providing and promoting excellent timely service to both internal and external stakeholders.
- Management and mentoring of staff including identifying learning and development needs, resourcing requirements and initiating staff development activities.
- Research, explore and implement best practice approaches to drive continuous business improvement and meet the Operational Plan and strategic long-term goal.
- Develop and implement KPIs to measure and deliver efficient and productive Waste Services.
- Plan, analyse, identify and manage financial and council resources within your Service Area in order to achieve Council's Operational Plan and unit objectives.

- Communicate and engage openly with our customers through providing prompt, effective and professional advice that addresses customer expectations and satisfaction, in accordance with Council's agreed Service Level Agreements.
- Providing specialist advice to the Group Manager Waste & Cleansing, Elected Members and Leaders on measures to improve City of Parramatta's performance in all areas of waste management, illegal dumping, and cleansing.
- Foster and maintain strong relationships with key stakeholders including City Of Parramatta leaders, consultants, property owners, contractors, State Government and other authorities as required
- Effectively collaborate within the Business Unit to provide holistic, coordinated and professional enforcement services including
 - Cost effectiveness of contractual arrangements with key service providers relating to illegal dumping and PIN processing
 - Participate in the Penalty Review Panel to ensure policies and procedures are complied
 - Manage Council's SEINS (on the spot fines) system and all associated documentation including court matters / representation / appeals
 - Manage the RMS DRIVES system and ensure strict liability guidelines / records are adhered to and maintained at all times
- Prepare and execute summons, information and recommendations for legal action which includes representing Council in Court where necessary.
- Implement and oversee the ongoing development and delivery of information and education for the community and LGA in line with current legislative and compliance issues
- Other duties as directed by the Group Manager Waste and Cleansing.

Generic

- Lead, manage, coach, and develop a team of professionals in the designated area of expertise to promote accountability and alignment towards achieving desired organisational outcomes.
- Manage the function's annual budget and provide key inputs to the budgeting and forecasting processes to promote sound financial sustainability.
- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations.
- Apply knowledge, best practice, innovation and subject-matter expertise to promote continuous improvement and contribute towards the growth and maturity of the organisation.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.
- Actively lead and manage the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Champion customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Degree qualifications in environmental, operations management or related discipline
- Current NSW Drivers Licence (Class C)

Experience

- Extensive and demonstrated operational experience in asset management or waste management, with proven track record of achieving strategic outcomes
- Demonstrated experience managing maintenance contractors and workforce

- Experience managing and enforcing provisions of legislations associated with illegal dumping
- Demonstrated ability to build strong relationships with internal and external partners and/or stakeholders.
- Experience in delivering outcomes relating to environmental sustainability, education or similar fields.
- Demonstrated experience in leading, developing, managing and contributing to strategic, complex, diverse, sensitive projects.
- Experience in providing high-level advice on strategic priorities and resource allocation needed to achieve desired outcomes.
- Local Government experience desirable

Skills

- Demonstrated commitment to customer service.
- Proven ability to work independently and as a team member to prioritise work and to meet agreed deadlines.
- Demonstrated strategic planning skills including the ability to develop written action plans with clearly defined objectives and strategies that respond to identified needs both current and future
- Demonstrated high level of interpersonal, presentation, written and oral communication skills, including report writing and computer literacy.
- Demonstrated problem solving and decision making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Demonstrated change management leadership within a highly complex stakeholder environment.