

POSITION DESCRIPTION

POSITION TITLE:	WASTE RESPONSE OFFICER
DIVISION:	INFRASTRUCTURE AND ASSETS
DEPARTMENT:	WASTE AND SUSTAINABILITY
SECTION:	WASTE OPERATIONS
CLASSIFICATION:	BAND 3 (PUBLIC WORKS/WASTE OFFICER)

POSITION OBJECTIVES:

Hume City Council is one of Australia's fastest growing and culturally diverse communities. With a total area spanning 504 square kilometres, it is forecast that by 2041 approximately 389,000 people will call Hume home.

Part of the Waste and Sustainability department, the Waste Operations unit delivers a variety of services, including but not limited to; road and pavement sweeping, precinct cleansing, waste response program, removal of litter and illegally dumped waste (including hazardous materials), abandoned trolleys, graffiti removal and community education.

As Waste Response Officer, you will be a frontline responder to illegal dumping incidents in residential areas. Operating within assigned zones, your key responsibilities include assessing dumped waste for evidence, engaging with residents to encourage voluntary removal, and conducting follow-up visits. The role supports Hume's commitment to responsible waste management and cleaner public spaces through education, enforcement collaboration, and community engagement.

The key objectives of the position are:

- Act as a frontline responder to reports of illegally dumped waste in residential areas, assessing and documenting incidents, and initiating appropriate action.
- Promote responsible waste disposal through direct engagement with residents, distribution of educational materials, and collaboration with enforcement teams.
- Remove small volumes of dumped waste, ensuring safe manual handling and compliance with EPA transport and disposal regulations.
- Use Council systems to log service requests, actions taken, and outcomes, while ensuring vehicle and safety documentation is up to date.

Adhere to WHS protocols, participate in safety initiatives, and provide support across Waste Operations functions when required.

KEY RESPONSIBILITIES AND DUTIES:

Illegal Dumping Response and Community Engagement:

- Respond promptly to reports of illegal dumping within allocated zones.
- Assess dumped material for evidence, record what's found and refer for investigation accordingly.
- Door knock residents to encourage voluntary waste removal in the first instance.
- Re-attend sites to verify whether removal has occurred and escalate for removal if necessary.
- Letterbox drop educational materials on responsible waste disposal and issue Letters to Remove.
- Stay up to date on waste disposal options available to the Hume community.
- Tape off dumped waste to signal council attendance.
- Educate residents on Council's waste services and disposal options.
- Liaise regularly with Local Laws Officers to address hotspot areas, refer incidents for investigation and clean-up following investigation.
- Undertake patrols of residential streets to proactively address illegal dumping incidents.

Waste Collection, Transport and Disposal.

- Remove small volumes of dumped waste in a safe and efficient manner.
- Hand load and unload vehicles, ensuring manual handling techniques are followed.
- Transport waste in compliance with EPA regulations and safe work procedures.
- Sort and dispose of waste responsibly at Council's Resource Recovery Centre (RRC).
- Comply with load restraint procedures and ensure waste is secured during transit.
- Must not operate on roads with speed limits exceeding 60km/h.
- Removal of hazardous waste items as require including syringes and glass.
- Undertaking make safes when suspected asbestos is discovered.

Systems, Reporting and Documentation.

- Accurately log service requests, actions taken, photos and outcomes in Council's CRM system.
- Use IntraMaps, WasteEdge, and other platforms to manage and complete jobs.
- Conduct vehicle pre-start checks and report any mechanical faults or safety issues.
- Submit incident and hazard reports as required.
- Contact customers when clarification is needed on lodged service requests.

Health, Safety and Compliance

- Follow all applicable workplace health and safety procedures and protocols.
- Apply correct hygiene and handling practices when dealing with hazardous materials.
- Participate in safe work procedures, training, and toolbox meetings.
- Comply with all relevant laws, policies, and Council procedures.
- Report safety concerns promptly to the Team Leader.
- Undertake all required training for this position as directed by Team Leader – Waste Operations.
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Cross-Team Support and Coverage

- Cross-train to support Critical Response and broader Waste Operations functions.
- Provide short-term coverage for Critical Response Officers as required.
- Work collaboratively across teams to support urgent or high-priority incidents.

Operation of vehicles and equipment

- Undertake safe operation of all types of waste and litter collection vehicles and equipment.
- Ensure allocated vehicle is cleaned and disinfected at the completion of each shift.
- Conduct pre-start checks and perform routine daily maintenance in accordance with approved maintenance programs.
- Report maintenance and repair requirements for Fleet Services.
- Monitor the level of supplies, including personal protective equipment and first aid kit contents, arranging resupply as needed.

Customer service and administration

- Communicate respectfully with colleagues, contractors, and the general public.
- Respond to customer enquiries and requests, promptly assisting and providing helpful information.
- Directly contact customer if clarification on reported issue is required to complete a job.
- Report issues on land and assets directly to state authorities, utility bodies and other service providers who own the land or asset.
- Assist customers to connect with the appropriate staff or department if unable to respond to their enquiry.
- Utilise Council software systems to report hazards, incidents, maintenance requests.
- Proactively create Service Requests for unreported amenity issues observed during the course of the work day.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Team Leader – Waste Response
Supervises:	Nil
Internal Contacts:	All sections of Council
External Contacts:	Contractors

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.

	We're better, every day We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.
	We're in it together At Hume, everyone matters. We welcome and include all. Respect and safety are expected.
	We show up We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.
	All for Hume We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	☒ YES ☐ NO
PRE-EMPLOYMENT MEDICAL CHECK - The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) - The incumbent must undergo a Pre-Employment Audio Test	☒ YES ☐ NO ☐ YES ☐ NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisational Policies and Procedures including Occupational Health and Safety, EEO, Fitness to Work and Code of Conduct.
- Responsibility for the planning, organising, and prioritising of general day-to-day work within set parameters and guidelines.
- Accountable for quality, quantity and timelines of own work associated with day-to-day work activities of Council's waste and litter collection and disposal programs.
- Responsible for ensuring that waste and litter vehicles and plant are maintained in a safe and clean manner.
- Responsible for the supervision of less experienced staff and trainees.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Working within defined objectives, standards, and the particular method, process or equipment to be used can be selected from a range of available alternatives.
- Ability to respond to all general customer inquiries in a professional manner and re-direct more specific inquiries as appropriate.
- Personal judgement is required. Ability to make decisions based on knowledge and experience that ensure problems and issues related to the position are promptly remedied or reported to appropriate persons.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- A demonstrated understanding of municipal amenity services operations and practices.
- Demonstrated knowledge of relevant legislation and regulations relevant to the service area.

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- Knowledge of Council waste services, local waste management practices, and public education strategies.
- Understanding of EPA regulations and responsibilities relating to waste transport and disposal.
- Ability to identify and manage various waste types including hazardous materials and asbestos.
- Familiarity with CRM platforms, mapping software (IntraMaps), and WasteEdge.
- Strong interpersonal and communication skills, particularly in face-to-face customer interactions.
- Ability to manage emotionally charged situations with professionalism and composure.
- Competence in manual handling, vehicle loading, and compliance with road safety requirements.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability to manage time and work priorities effectively and be flexible to respond to urgent matters.
- Demonstrated ability to operate with minimal supervision and show high levels of initiative.
- Ability to supervise agency staff.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Demonstrated written and oral communication skills.
- Ability to gain co-operation and communicate verbally to a broad range of people from diverse backgrounds and cultures.
- Demonstrated ability to contribute and work in a diverse team environment. Ability to work individually or as part of a team.
- Ability to deal with difficult situations and customers with composure, handling complaints effectively whilst presenting a positive and professional Council image.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Current driver's licence.
- Experience in waste services, compliance, or a field-based public interface role.
- Familiarity with reporting systems such as CRMs, mapping tools, or incident management software (desirable).
- Understanding of EPA waste transport and safety obligations (preferred).
- Ability to plan, program and monitor the progress of works and programs including being proficient in maintaining accurate records of works, in an electronic format and on portable devices
- Ability to gain cooperation and communicate both verbally and in written form to a diverse range of people.

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- The following licenses and training competencies are required and advantageous to have initially. However, training can be provided:
 - White Card
 - Asbestos Awareness Training.
 - Traffic Control Training / Short Term Low Impact Training
 - Manual Handling Training.
 - Hazardous Substances and Dangerous Goods Training.
 - Current First Aid and CPR Certificate

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	☐	☐	☒	☐
– below 10kgs	☐	☒	☐	☐
Manual handling frequency	☐	☐	☒	☐
Repetitive manual work	☐	☐	☒	☐
Repetitive bending/twisting	☐	☐	☒	☐
Repetitive kneeling/squatting	☐	☐	☒	☐
Working with arms above head	☐	☐	☒	☐
Lifting above shoulder height	☐	☐	☒	☐
Using hand tools – vibration/powered	☐	☐	☒	☐
Operating precision machinery	☐	☐	☐	☒
Close inspection work	☐	☒	☐	☐
Wearing hearing protection	☐	☐	☒	☐
Wearing eye protection	☐	☐	☒	☐
Wearing safety shoes/boots (steel cap) / gum boots	☒	☐	☐	☐
Wearing other relevant PPE	☒	☐	☐	☐
Working in dusty conditions	☐	☐	☒	☐
Working in wet/slippery conditions	☐	☒	☐	☐
Working with chemicals/solvents/detergents	☐	☐	☒	☐
Washing hands with soap (hygiene)	☐	☒	☐	☐
Working at heights	☐	☐	☐	☒
Working in confined spaces	☐	☐	☐	☒
Working in chillers (+4 degrees C)	☐	☐	☐	☒
Performing clerical duties	☐	☒	☐	☐
Working on a keyboard	☐	☒	☐	☐
Driving cars and/or trucks	☒	☐	☐	☐
Other (please specify)	☐	☐	☐	☒
Other special features (e.g. nature of chemicals, travelling requirements etc): NIL				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

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SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Demonstrated experience in waste services, community compliance, or a similar outdoor operational role.
2. Proven ability to engage constructively with residents and community members.
3. Knowledge of local waste disposal regulations, Council waste services, and EPA obligations.
4. Ability to work independently and manage multiple tasks across varied sites.
5. Competency in using Council systems (CRM, IntraMaps, WasteEdge) or similar platforms.
6. Commitment to health, safety, and environmental compliance.
7. Physically capable of manual handling, including lifting and transporting waste items.
8. Willingness and capacity to cross-train and support broader Waste Operations services.
9. Current Victorian Driver's Licence.

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