

POSITION DESCRIPTION

POSITION TITLE:	Team Leader – City Presentation
POSITION NO:	103366
DIVISION:	Infrastructure and Assets
DEPARTMENT:	Waste and Sustainability
SECTION:	Waste Operations
STATUS:	Full-time, permanent
CLASSIFICATION:	Band 5
OCCUPANT:	VACANT
LOCATION:	Various, primarily based at Maffra Street Operations Centre
DATE:	October 2024

POSITION OBJECTIVES:

Hume City Council is one of Australia's fastest growing and culturally diverse communities. With a total area spanning 504 square kilometres, its 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, shop cleaning, underground drainage cleansing and maintenance, waste response program, removal of litter and illegally dumped waste (including hazards materials), trolley and charity bin impoundment, and graffiti removal.

As Team Leader – City Presentation, you will play an important role in ensuring the safe, effective, and efficient delivery of services to the Hume community.

Primarily, you will supervise the day-to-day delivery of City Presentation services, including shop and precinct cleaning, ensuring that the functions and activities are performed in accordance with Hume City Council's policies and procedures, and best-practice principles, in addition to State and Federal government legislation, policies, regulations and directions.

Your team leadership skills, alongside your ability to manage resources, develop and implement programs, capability to effectively manage competing priorities, and commitment to exceeding customer expectations, will be crucial to your success in this hands-on, frontline leadership role.

KEY RESPONSIBILITIES AND DUTIES:

1. PEOPLE LEADERSHIP AND SUPERVISION:

- Provide day-to-day leadership and supervision of City Presentation group employees, to engage and motivate employees to demonstrate organisational values aligned behaviour, and to optimally achieve service standards.
- Participate in the recruitment, induction, training (internal and external), and performance management of City Presentation employees.
- Encourage a safety-centric culture across the City Presentation team, ensuring employees are aware of and comply with all relevant Occupational Health and Safety legislation, policies and procedures.
- Undertake regular check-ins with City Presentation team employees, including formal Quarterly Check-In's, focusing on employee wellbeing, safety, and development.
- Inform and support the implementation of a training matrix, ensuring employees within the City Presentation team have the required licences, training, skills and competencies to perform their duties, maintaining required records.
- Develop and implement rosters and resourcing plans to ensure adequate resourcing to achieve service continuity, whilst managing employee leave requests and annual leave balances, RDO's, training and other absences.
- Participate and lead regular meetings for the City Presentation group to communicate expectations, changes, updates and to foster a positive team culture.
- Ensure weekly staff toolbox meetings are performed, and appropriate records are maintained.

2. CITY PRESENTATION SERVICE DELIVERY:

- Supervise the services delivered by the City Presentation team, including; shop cleaning, activity centre and precinct cleaning, small scale graffiti removal, issue reporting and litter removal, ensuring service continuity, achievement of service standards, and the provision of quality customer service is maintained.
- Regularly participate in service delivery, including the safe operation of required plant and equipment, to support resourcing and service provision, as required or requested.
- Monitor the service activities, ensuring they are delivered to a high standard, adhere to service level agreements, and that all relevant policy, legislation and regulatory requirements.
- Ensure all plant and equipment is assessed and maintained as per service schedules, pre-starts are undertaken, and any non-scheduled maintenance requirements are reported and rectified in a timely manner
- Contribute to the ongoing process of plant and equipment assessment and replacement in consultation with employees, Operations Supervisor – City Presentation, Coordinator Waste Operations, and Fleet Services.
- Allocate and monitor the utilisation of plant, equipment, labour and contractors to achieve service requirements.
- Support the development, review and implementation of safe work procedures and practices, in accordance with Council's employee policies, relevant legislative requirements, and guidelines.
- Identify, assess, and implement mitigations against risks associated with the delivery of City Presentation services.

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- Support investigations of reported incidents, hazards and near misses, providing recommendations and implementing improvements and changes.
- Assist the Operations Supervisor – City Presentation to develop and implement initiatives that enhance the amenity and presentation of Hume, including working with traders and other stakeholders to reduce and remedy instances of poor waste management, graffiti, non-compliant charity bins and abandoned trolleys.
- Assist the Waste Operations Dispatch Officer to correctly allocate service requests, by ensuring the provision of up-to-date resourcing plans and information.
- Monitor the day-to-day operations of contracted services within the City Presentation group, highlighting performance concerns to the Waste Contracts team for further action.
- Undertake other duties as required, including providing support to other Waste Operations unit Team Leaders, as directed by the Operations Supervisors and/or Coordinator Waste Operations.

3. SUPPORT STRATEGY, POLICY, AND PROGRAM IMPLEMENTATION:

- Support the implementation of allocated actions and the achievement of targets from Council's strategic documents, including the Waste and Resource Recovery Strategy 2022-2030.
- Ensure the timely and effective delivery of allocated actions from the department Business Plan.
- Remain engaged in, and informed of, changes within the broader waste, resource recovery and local government sectors, suggesting and implementing changes.
- Recommend service innovations and improvements to enhance the City Presentation services delivered to the Hume community, implementing approved initiatives.
- Identify the need for policy updates or development and assist the Operations Supervisor – City Presentation and Coordinator Waste Operations to develop and review relevant policies.
- Collaborate across the broader Waste and Sustainability leadership group to improve the quality of service through the sharing of challenges, ideas, initiatives and improvements, and through the planning of communications, projects and resourcing.

4. CUSTOMER SERVICE AND COMMUNICATIONS:

- Ensure the City Presentation team is customer focussed, responding to all internal and external enquiries and issues in a timely, accurate and professional manner, in line with Council's policies and procedures.
- Actively monitor and report on the achievement of service quality and delivery benchmarks, including Service Level Agreements, to meet Council, customer, and community expectations.
- Seek opportunities to streamline processes and systems to provide high quality community and stakeholder outcomes.
- Assist in the investigation and resolution of complaints and escalated matters, including, preparing responses to customer complaints, Councillor enquiries, and other escalated matters. This may include providing written and/or verbal responses directly to customers as required.
- Professionally represent Hume City Council at internal and external meetings, ensuring the provision of accurate information, comments and advice.

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- Ensure the provision of clear, accurate and timely information across Council's communication channels, relevant to services delivered by the City Presentation group.

5. FINANCIAL MANAGEMENT AND PROCUREMENT:

- Provide input into the development of the Waste Operation unit's budget, including fees and charges.
- Procure goods and services within delegation, and in accordance with Council's procurement policy.
- In conjunction with the Operations Supervisor – City Presentation monitor expenditure for the City Presentation team, ensuring expenses are within budget and correctly allocated.
- Ensure the application of Council's procurement, delegations and financial policies and guidelines across the City Presentation team.
- Participate in the development and review of tender and contract specifications, and tender evaluation panels relevant to City Presentation service delivery.
- Participate in post-contract reviews to identify areas of the contract that worked well and areas that could be improved upon in future procurement activities.

6. ADMINISTRATION AND REPORTING:

- Provide high-quality, professional written and verbal reports, presentations, and advice to the Operations Supervisor – City Presentation, Coordinator Waste Operations, Manager Waste and Sustainability, other departments, and other agencies.
- Regularly report to the Operations Supervisor – City Presentation on City Presentation group performance and issues, proposing and discussing solutions as needed.
- Actively contribute to the development of documents, procedures and policies relevant to City Presentation service delivery
- Develop, review and implement safety documentation related to City Presentation services, including procedures, risk assessments, and safe work method statements, adhering to any employee consultation requirements.
- Review recorded data and information ensuring accuracy.
- Undertake research and benchmarking activities, collating and presenting information in the requested format.
- Ensure induction, training, toolbox talk, and safety records are completed and stored in the correct manner and location.
- Assess and process employee leave requests, ensuring adequate service coverage, and maintaining records.
- Plan, arrange and run toolbox talks and team meetings, including the production and distribution of agendas and attendance records.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Operations Supervisor – City Presentation
Supervises:	Precinct Presentation Officer (x4) City Presentation Officer (x2) City Presentation Officer – Sweeping
Internal Contacts:	Waste and Sustainability department employees Infrastructure and Assets employees Hume City Council employees
External Contacts:	Hume residents and the general public Contractors Suppliers Officers from other local governments Officers from state government departments

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.

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.) YES NO
- The incumbent must undergo a Pre-Employment Audio Test YES NO

PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position YES NO

OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

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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 Organisation Policies and Procedures including WHS, EO and Code of Conduct.
- This position exercises initiative and/or judgement within clearly established procedures and guidelines.
- Responsible for the safe, efficient and effective daily operation of the services undertaken by the City Presentation team.
- Accountable for ensuring employees within the City Presentation team have the required training, licences, skills, and competencies to perform their duties safely and effectively, and that training records are maintained.
- Incumbent has the authority to provide credible general advice and guidance to stakeholders in accordance with established procedures, practices and relevant policies.
- Procurement and requisition of materials within the delegated financial authority and approve of invoices for payment.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Ability to appropriately make decisions and effectively communicate those, including explaining reasons for decisions, to different audiences, such as employees, senior management, external bodies, Councillors and suppliers.
- Make decisions and problem solve using professional, experience-based judgement, in accordance with corporate objectives, legislation, policies, procedures, practices, delegated authority and industry standards.
- Evaluating, justifying, and deciding on appropriate methods, procedures and practices for achieving objectives and in reviewing and recommending improvements to these methods, procedures and practices.
- Ability to set priorities to achieve the goals and objectives of the business unit.
- Ability to maintain confidentiality of information and advice.
- Guidance and advice will generally be available, but the incumbent requires the ability to make short term decisions when supervision is not available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Experience and working knowledge of waste management, city presentation and operations.
- Strong understanding of Occupational Health and Safety and experience in applying this within operational environments.
- Understanding of investigation processes and enforcement powers of authorised officers in relation to litter, illegally dumped waste, graffiti and other city presentation matters within Victoria.
- Experience in assisting with the development and implementation of policies, procedures and systems relating to city presentation.

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- Strong customer service skills.
- Medium rigid licence and experience operating footpath/compact sweepers.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Knowledge of and ability to implement Health, Safety, and Risk policies and procedures relating to areas of supervision.
- Ability to work with limited supervision.
- Ability to plan, set priorities, and manage time, to ensure city presentation services are delivered to the agreed standards.
- Ability to encourage people (including self) to effectively deliver services.
- Ability to efficiently implement daily, weekly and longer-term work plans.
- Ability to supervise human, contractor, plant and equipment resources to ensure service continuity.
- Good team leadership skills and qualities and be adept at conflict resolution.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Supervise and develop the City Presentation team.
- Excellent written and oral communication skills.
- Well-developed customer service and communication skills, including the ability to communicate clearly in various mediums, with people from a variety of backgrounds.
- Ability to write reports and prepare external correspondence.
- Be able to develop and maintain effective working relationships with a wide range of stakeholders.
- Be able to discuss and resolve problems amicably.
- Be willing to seek guidance and advice when required.
- Be willing to learn and undertake training relevant to the position.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications in operations, safety, business, management or a related discipline with relevant experience working in the field, or lesser formal qualifications with substantial relevant experience.
- Demonstrated frontline leadership skills and ability to manage a diverse team of staff, preferably in waste, city presentation or another operational context within a Local Government environment.
- Demonstrated experience complying with and working to Occupational Health and Safety regulations, policies and procedures.
- Sound knowledge of relevant contemporary resource recovery and waste management practice and legislation, including ensuring environmental compliance.
- Current Medium Rigid drivers licence, with experience operating compact/footpath sweepers (preferred)

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

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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AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

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. Tertiary qualifications in operations, safety, business, management or a related discipline with relevant experience working in the field, or lesser formal qualifications with substantial relevant experience.
2. Demonstrated frontline leadership skills and ability to manage a diverse team of staff, preferably in waste, city presentation or another operational context within a Local Government environment.
3. Highly developed and effective verbal and written communication skills, with proven experience in preparing procedures, policies, and reports, producing material that meets audience needs.
4. Demonstrated experience in developing and implementing compliant Occupational Health and Safety documentation, including procedures, in an operational environment.

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