

POSITION DESCRIPTION

POSITION TITLE:	Operations Support Officer – Litter and Dumped Rubbish
DIVISION:	Infrastructure and Assets
DEPARTMENT:	Waste and Sustainability
SECTION:	Waste Operations
CLASSIFICATION:	Band 4
LOCATION:	Operations Centres Coolaroo and Sunbury (as required)
DATE:	February 2025

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 Operations Support Officer, you will play an important role in supporting the Litter and Dumped Rubbish work area to achieve the safe, effective, and efficient delivery of services to the Hume community.

Primarily, you support litter and dumped rubbish service delivery through activities including, but not limited to; customer service, booking contractors and suppliers, maintenance scheduling, direct service delivery and administrative support. Further, you will ensure 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, permits, licences, policies, regulations and directions

Your customer centric approach, alongside your operational skills and keen attention to detail, will be crucial to your success in this role.

KEY RESPONSIBILITIES AND DUTIES:

Litter and Dumped service support:

- Assign requests to the applicable contractors and close completed requests within the relevant systems, reporting contractor performance issues to the Operations Supervisor – Litter and Dumped Rubbish.
- Report defects and amenity issues relating to council and non-council assets to the relevant party as required, maintaining records and reference numbers.
- Alert Team Leaders within the work area of stock shortages, equipment defects and any other issues that may impact service delivery.
- Monitor and address jobs in traffic management, dumped chemicals, asbestos and other queues within Hume Connect, shared inboxes or any subsequent systems.
- Book traffic management, chemical removal, occupational hygienist services, licenced asbestos removal and waterways cleansing as directed and in line with policies and procedures.
- When directed, conduct inspections and preliminary investigations of Litter and Dumped Rubbish related service issues.
- When directed, assist with resourcing challenges by undertaking Litter and Dumped Rubbish Collection Officer and Waste Response Officer work activities which may include working alongside these staff or independently.
- Program and facilitate maintenance scheduling and undertake scheduled vehicle audits, including record keeping and vehicle transportation to services (as required).
- Under the supervision of the Operations Supervisor or Team Leaders, assist with risk assessments, corrective actions and safety reviews.
- Be the emergency contact for Litter and Dumped Rubbish and Waste Response staff when leaders are unavailable during operational hours.
- Provide support across the Litter and Dumped Rubbish leadership group by performing other duties, as directed, within the limits of the incumbents' skill, competence and training.

Customer Service:

- Demonstrate a strong customer focus which is responsive, accurate timely and courteous.
- Promptly bring complaints, escalations, hazards, conduct allegations, potential claims, or sensitive matters to the attention of the Operations Supervisor.
- Contact customers in relation to service requests and enquiries to seek further information, clarification of details, and/or to provide status updates.
- Proactively create new service requests for amenity and presentation issues observed and resolved during daily activity. If the issue cannot be immediately resolved within the scope of this position, contact the Dispatch Officer to assign to the service request to the appropriate team.
- Assist with the investigation and resolution of Councillor Enquiries and follow up to ensure response deadlines are met when requested by the Operations Supervisor.

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Administration and Business Support:

- Maintain accurate data on jobs assigned to contractors and suppliers.
- Inspect work completed by contractors and suppliers to ensure adequate service delivery and work quality.
- Reconcile contractor and supplier invoices to confirm accuracy before Operations Supervisor approves payment.
- Request quotes from suppliers and raise purchase orders in accordance with the Procurement Policy, ensuring that suppliers providing a service are provided with the correct job details, including timelines for completion.
- Monthly analysis and detailed reporting on operational data to the Operations Supervisor. This includes monitoring and reporting on service delivery statistics, backlogs and overdue Service Requests, as required.
- Assist the Operations Supervisor and Team Leaders with planning training sessions, workshops and toolbox meetings.
- Monitor the Operations Supervisor’s training matrix and alert the Supervisor to upcoming training requirements.
- Document management which includes but is not limited to; ensuring documents are saved in the correct locations, correct naming conventions are used, outdated documents are archived, monitoring review dates for safety and policy documents owned by Waste Operations.
- Maintain database of document templates and update them upon request of the Operations Supervisor.
- Conduct benchmarking exercises upon request of the Operations Supervisor.
- Printing and collating information for the Operations Supervisor as required.
- Undertake data entry and maintain up-to-date spreadsheets to record Litter and Dumped Rubbish work area data.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Operations Supervisor – Litter and Dumped Rubbish
Supervises:	Nil
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 State authorities

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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.

	<p>We're better, every day</p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p>
	<p>We're in it together</p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p>
	<p>We show up</p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p>
	<p>All for Hume</p> <p>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.</p>

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.

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- 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.

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.

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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, polices and strategies.

POLICE CHECK:

The incumbent must have and maintain a current Police Check

Mandatory
for all
employees

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

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, EEO and Code of Conduct.
- Responsible for providing accurate information to all internal and external customers, members of the public.
- Responsible for the timely and accurate completion of administrative tasks, records and documentation associated with the key duties and responsibilities of the position
- Demonstrate a strong customer focus which is responsive, accurate timely and courteous.
- Specific guidelines with scope to exercise some discretion.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Resolving problems and issues, to make prompt and appropriate decisions within the scope of the position.
- Guidance and advice are always available within time to make a decision.
- Escalate complaints, hazards, conduct allegations, potential claims, or sensitive matters to the attention of the relevant Operations Supervisor or Coordinator as appropriate.
- Demonstrating the ability to respond to general inquiries professionally, ensuring the council's image is upheld, while effectively redirecting more specific inquiries as necessary.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- A demonstrated understanding of municipal dumped rubbish and litter removal service operations and practices.
- Basic awareness of relevant legislation and regulations including but not limited to; Road Management Act 2004, National Heavy Vehicle Law, Road Safety Act 1986, Occupational Health and Safety Act 2004,
- Knowledge of Works Programming, plant & equipment selection.
- Basic knowledge of Quality Assurance/ OH&S processes & procedures in relation to the works outlined in this position description.
- Demonstrated knowledge of best practice manual handling.
- Knowledge of safe operation and maintenance of heavy mechanical plant and equipment.
- Ability to obtain and hold a High-Risk Dogging License.
- Competent in (or ability to become competent in) the operation of <10mt vehicle mounted crane.
- Ability to obtain and hold an Electrical Spotter Certificate.
- Ability to obtain and hold first aid and CPR certifications.
- Intermediate proficiency in Microsoft Office applications (Word, Excel, and Outlook) and the ability to quickly learn new software systems.

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- Ability to provide structured training or on the job training to other staff.
- An understanding, appreciation and practical application of customer service excellence.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ability to prioritise own workload and achieve deadlines.
- Ability to plan work ahead of schedule
- Ability to maintain professionalism, integrity and confidentiality.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Excellent communication skills, both verbal and written, with the ability to convey information clearly and concisely.
- Demonstrated ability in communicating effectively with people from diverse backgrounds and cultures.
- Ability to build and maintain positive relationships with customers, clients, and colleagues, fostering a positive work culture.
- Ability to identify customer needs and expectations, and respond proactively.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Relevant experience in the field of waste and litter collection and disposal or a similar maintenance environment.
- Current heavy vehicle truck licence (minimum: Medium Rigid)
- Experience operating and maintaining heavy plant and equipment
- The following are desirable:
 - Certificate of competency to operate heavy plant and equipment
 - <10mt Crane Training
 - Dogging High Risk License
 - Electrical Spotter Certificate
 - Asbestos Awareness Training
 - Traffic Control Training
 - Manual Handling Training
 - Current First Aid and CPR

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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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wearing other relevant PPE	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working under powerlines	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc): <ul style="list-style-type: none"> • Dumped waste can contain hazardous items including syringes, broken glass, unknown chemicals and dangerous goods as well as environmental hazards such as snakes and insects. • This position requires frequent work on road reserves. • Working alone 				

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:

<p>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.</p>	
<p>Name (Please print):</p>	
<p>Signature:</p>	<p>Date:</p>

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. A Certificate 4 or higher in waste and/or operations and relevant experience, or lesser formal qualifications with substantial relevant experience in undertaking operations processes and tasks in a service delivery environment.
2. Current heavy vehicle truck licence.
3. Well-developed communication skills, both verbal and written, with the ability to convey information clearly and concisely
4. Intermediate proficiency in Microsoft Office applications (Word, Excel, and Outlook) and the ability to quickly learn new software systems.
5. Experience in operations, waste management and/or local government (desirable).

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