

# Position Description

<b>Position Title</b>	Waste Services Engagement Officer
<b>Directorate</b>	Infrastructure
<b>Business Unit/s</b>	Waste & Fleet
<b>Reports to</b>	Service Lead Waste Strategy
<b>Classification</b>	Level 7 - Inside Workforce Agreement

## Organisational Overview

The City of Stirling is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg, and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged, and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

## Organisational Vision, Mission Statement and Values

### Vision

A sustainable City with a local focus.

### Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

### Values

The City of Stirling's core values are:

- Approachable
- Responsive
- Transparent
- Innovative

## Reporting Relationships

This position reports to the Senior Project Manager (Waste).

## Business Unit Objective

To provide a high-quality waste collection, recycling and disposal services for residential and non-residential premises, streets, beaches and reserves and to manage the City's fleet procurement and maintenance systems and workshops.

## Position Overview

The Waste Services Engagement Officer is responsible for developing and implementing effective engagement strategies and campaigns to promote best practices in waste management and disposal among residential and commercial customers. This position works closely with the Waste Operations team, external stakeholders, and the community to provide education, information, and feedback on Council's waste services and initiatives.

## Position Objectives

### Waste Operations

- Support the Waste Operations team in delivering efficient and effective waste services that meet customer needs and regulatory requirements.
- Assist commercial customers and Service Level Agreement (SLA) partners in identifying optimal waste services and resource recovery solutions.
- Drive customer engagement through initiatives that emphasise waste education, correct waste sorting, and property assessments aimed at determining the most suitable bin-type solutions for the local community.
- Assist in project planning and implementation for waste service improvement initiatives, including timelines, stakeholder coordination, and reporting on progress.
- Increase general uptake of recycling opportunities within the commercial customer and SLA portfolio.
- Develop further waste education tools based on Consistent Communications Collective (CCC) guidelines for use in public spaces, commercial and residential settings.
- Assist with bin tagging and audit programs including data analysis.
- Assist with contract administration for education components of waste services (e.g., bin audit and compliance programs), including tracking deliverables and monitoring KPIs
- Assist the Waste Operations Team with administrative tasks when Admin Officer is on leave, i.e. call backs, monthly charge sheets etc.

### Engagement

- Establish priorities for education programs and contribute to broader planning to achieve Council waste targets and strategic objectives.

- Deliver assigned education and engagement projects within the City's project management framework, including schedules, risk registers and stakeholder plans
- Develop and maintain positive relationships with customers, community groups, businesses, schools, and other stakeholders to identify their needs, issues, and expectations regarding waste services.
- Champion and embed the City's locally led approach through formal (i.e., collective, working groups, meetings, strategic reviews) and informal (i.e. conversations) formats with internal stakeholders.
- Conduct research and analysis on customer satisfaction, feedback, and complaints to identify areas for improvement and innovation in waste services to increase recovery rates and correct waste sorting behaviours
- Plan schedule of waste avoidance and education workshops, including booking presenters, venues, promotion and hosting of events. Some after hours and weekend work hours will apply.
- Develop and maintain ongoing waste avoidance initiatives.
- Attend Waste Education Strategy Steering Group meetings where required
- Provide information to residents on waste and recycling matters
- Prepare and update waste and recycling information for general distribution, such as through media, website, leaflets etc.

## Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

## Selection Criteria

### Qualifications/Education Level

Tertiary qualifications in Waste Management, Leadership and Management, Business Administration, Commerce or equivalent to demonstrate best practice stakeholder and community engagement	Essential
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### Knowledge, Skills, Experience & Abilities

Strong knowledge of current principles and practices of community engagement and stakeholder engagement, with demonstrated recent outcomes.	Essential
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<b>Strong knowledge of current waste management and resource recovery best practice, including field work such as waste audits/bin tagging programs.</b>	Essential
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Strong interpersonal skills, including outstanding negotiation and conflict management skills, and a proven ability to build constructive, ongoing professional relationships with our stakeholders.	Essential
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Ability to achieve on-the-ground outcomes aligned with internal processes and strategies.	Essential
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Self-motivated and work independently to achieve objectives as well as being a collaborative, engaged team player.	Essential
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Ability to adopt a solutions-focused mindset that identifies ways to overcome barriers quickly.	Essential
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Strong organisational skills and experience in business development, key account management, and reporting	Essential
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Strong written communication skills with demonstrated ability to pay attention to detail	Essential
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Professional and well-developed presentation skills	Essential
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Highly developed skills using Microsoft Office	Essential
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### Other

National Police Clearance (under 3 months).	Essential
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Current Driver's Licence	Essential
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Working with Children Check	Essential
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### Office use only

Position Creation Date	Date	Click or tap to enter a date.	Officer	
Last reviewed/Modified	Date	22 December 2025	Officer	Anna Budde Service Lead Waste Strategy