

# Position Description

## Engagement and Coordination Officer – Illegal Dumping and Litter Management

December 2023

### DETAILS

Team and Department	Strategic Waste Management; Waste, Cleansing and Public Safety
Division	City Services
Supervisor	Lead Specialist - Strategic Waste Management
Direct Reports	Nil
Grade	Professional Grade 16
Delegation of Authority	NA
Budget	Nil
City Plan Directions	A liveable City: Our Centres, beaches, streets and other public places are safe inviting clean and support a recognisable image of our City.

### PURPOSE

To coordinate, develop and implement strategies and action plans for Randwick City community that meet the City's Illegal Dumping and Litter Management Plan objectives and requirements to ensure the environmental protection, cleanliness and public safety around the City.

Implement Illegal Dumping and Litter Management Plan through stakeholder engagement and coordination that meet the City's waste strategy objectives and requirements to ensure the environmental protection, cleanliness and public safety around the City.

### KEY ACCOUNTABILITIES

1. Coordinate implementation of Council's Illegal Dumping and Litter Management Plan 2023 – 2031 and to achieve the goals and targets of the plan.
2. Establish an Illegal dumping and litter working group to keep the public domain clean and clear.
3. Develop and implement a Community and Stakeholder Engagement Strategy to reduce illegal dumping and litter.
4. Deliver annual community engagement and education campaigns that results in an increase in engagement reach in younger audiences, students, renters, and social housing residents.
5. Develop community pride through beautification of Illegal Dumping and Litter hot-spot areas of the City in coordination with relevant departments of Council.

6. Work with relevant departments of Council and coordinate waste infrastructure upgrades that will support illegal dumping and litter reduction.
7. Work with Compliance and Enforcement Section to develop and effectively implement enforcement plan that will reduce illegal dumping and litter.
8. Collect data and measure improvements in Illegal Dumping and Litter and report as required by the objectives of the action plans.
9. Review and update the strategies and action plans in cooperation with relevant stakeholders to manage Illegal Dumping and Litter in the City.

## KNOWLEDGE, SKILLS AND ABILITIES

### ESSENTIAL

10. Tertiary qualifications, at degree level, in Environmental Science, Engagement or a related field.
11. Knowledge and understanding of illegal dumping and litter and community engagement.
12. An ability to coordinate activities with various stakeholders.
13. Demonstrated experience in program implementation and outcome assessment.
14. Demonstrated experience in collaboration and teamwork, building relationships with people at all levels both internally and externally.
15. Ability to operate independently and as part of a team.
16. Current C Class drivers' licence.
17. Advanced computer literacy (including word processing, Excel, Power Point, publisher) and experience in the analyses of numerical data, verbal data and all other sources of illegal dumping and litter information.

## COMPETENCIES

### Building Customer Relationships

Ensuring that the internal and external customer's needs are met; building productive relationships with high-priority customers; taking accountability for customer satisfaction and loyalty; using appropriate interpersonal techniques to prevent and resolve escalated customer complaints and regain customer confidence.

### Decision-making

Identifying and understanding problems and opportunities by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, generating and evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints and optimises probable consequences.

### Guiding Team Success

Using appropriate methods and a flexible interpersonal style to build, motivate, and guide a cohesive team to complete team goals.

### Coaching

Engaging an individual in developing and committing to an action plan that targets specific behaviours, skills, or knowledge needed to ensure performance improvement or prepare for success in new responsibilities. Planning and supporting the development of individuals' knowledge, skills, and abilities so that they can fulfil current or future job responsibilities more effectively.

### Planning and Organising

Establishing an action plan for self and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.

## **Influencing**

Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.

## **Emotional Intelligence**

Establishing and sustaining trusting relationships by accurately perceiving and interpreting own and others' emotions and behaviour; leveraging insights to effectively manage own responses so that one's behaviour matches one's values and delivers intended results.

## **Building Partnerships**

Developing and leveraging relationships within and across work groups to achieve results.

## **Facilitating Change**

Encouraging others to implement better approaches to address problems and opportunities; leading the implementation and acceptance of change within the workplace.

## **Delegation and Empowerment**

Identifying and leveraging opportunities to accelerate results and build capability by assigning tasks and decision-making responsibilities to individuals or teams with clear boundaries, expectations, support, and follow-up.

## **Driving Innovation**

Creating an environment (culture) that inspires people to generate novel solutions with measurable value for existing and potential customers (internal or external); encouraging experimentation with new ways to solve work problems and also seize opportunities that result in unique and differentiated solutions.

## **Technology Savvy**

Leveraging an understanding of digital tools, solutions, challenges, and emerging trends to expedite individual and team productivity; taking advantage of technology tools to uncover complicated business issues, develop practical solutions, create more customer value, and discover new business opportunities.

## **CORPORATE REQUIREMENTS**

Position falls under the definition of child related employment	NO
Good driving record or possession of a driving licence required	YES
Specify licence type:	C Class
Position required to make a disclosure of pecuniary interest	NO
Criminal History Check	NO

### **Delegations**

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

### **Code of Conduct**

All staff are required to adhere to the Code of Conduct.

### **Workplace Health and Safety**

All staff are required to adhere to Councils Workplace Health and Safety Policy