

Role Charter

POSITION:	EXECUTIVE MANAGER WASTE & REGULATORY SERVICES
Reports to:	Director City Planning
Accountable to	General Manager
Directorate:	City Planning
Date revised:	April 2026

This role charter is a broad description of the accountability and duties of an Executive Manager of Maitland City Council. The role will evolve and change over time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

The Executive Manager – Waste & Regulatory Services provides strategic and operational leadership for Council's waste management and regulatory service functions during a period of significant population growth and service transformation.

As one of the fastest growing Local Government Areas in New South Wales, the city is entering a new phase of infrastructure investment, environmental stewardship and service modernisation. This role will play a critical leadership role in transitioning Council into a new era of waste management services, including the delivery and future operation of advanced recycling and waste processing facilities that support long-term sustainability outcomes.

In addition to leading the waste service transformation, the Executive Manager is responsible for Council's regulatory functions including environmental health, compliance, ranger services, companion animal management and regulatory enforcement. The role ensures Council fulfils its

statutory obligations while protecting public health, safety, environmental outcomes and community amenity.

The Executive Manager Waste & Regulatory Services manages and ensures the efficient and effective delivery of a range of functions and services specific to the department, including:

- Waste and recycling strategy, planning, collection & disposal
- Regulatory and Environmental Compliance
- Maitland Animal Management Facility
- Environmental Health
- Rangers
- Waste Collection
- Waste Facilities
- Special Projects

Leadership

Maitland City Council's Executive Managers are people of honesty and integrity, with a genuine desire to deliver outcomes for our community. Having a deep sense of purpose leaders in partnership with their team are the principal force that motivates and coordinates the section in accomplishing its operational objectives.

The Executive Manager is committed to sustaining an enduring organisation, engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this leadership role, the incumbent will:

- Actively model and communicate Council's Guiding Principles, using these as the basis for decision making, action and behaviour.
- Actively build support and facilitate open and genuine discussion, collaboration and partnerships across the department, capitalising on existing and emerging knowledge and experience
- Hold both self and others accountable for decisions, actions, behaviours and outcomes.
- Lead, encourage, inspire and support others to develop the confidence and capability to realise their full potential.
- Be an active and visible presence across the organisation.
- Identify, act and respond to current and future strategic planning opportunities.

Management

Maitland City Council's Executive Managers are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The incumbent will:

Manage people

- Manage, support and coach staff in undertaking the work and projects of the department.
- Prioritise and monitor team workloads to ensure a balanced approach to service delivery and

employee wellbeing.

- Contribute to a positive, enduring and proactive employment relationship.
- Implement a range of people centred plans and actions that support organisation development, engagement, leadership and change.
- Establish a safe and healthy workplace and fair and equitable work practices.

Manage operations

- Coordinate and facilitate a holistic approach to quality driven business, work planning and service delivery.
- Manage and implement actions and tasks as identified in the Operational Plan
- Control activities which have financial implications so that they are within organisational budgets and plans.
- Review and monitor decision making mechanisms and internal business processes to ensure staff are supported in operational service delivery.
- Administer and comply with the organisations policies and procedures.
- Administer and undertake training and development.

Manage relationships

- Act as the primary link between the Director City Planning and the staff of the department.
- Act as the section spokesperson to Directors, community and the media as provided for within the delegations of authority for the position.
- Provide timely and appropriate information to Directors in accordance with council policies and statutory requirements.
- Establish and maintain productive relationships with identified stakeholders or groups.
- Manage cross organisational relationships and actively support the development and execution of cross organisational projects.

Manage performance

- Develop business plans for the department for integration with Council's long term corporate and community strategic plans.
- Monitor, manage and report on the department's performance against the Delivery Program, Operational Plan and business plans.
- Ensure contemporary management and professional standards are applied with particular reference to workplace reform, competitive service provision and continuous improvement.
- Manage employee development and performance within Council's workforce development framework.

Core Accountabilities

In addition to fulfilling the core leadership and management accountabilities described above, the Executive Manager is also accountable to:

1. Lead and drive organisational wide environmental, waste and regulatory service programs in accordance with Council's Delivery Program, leading the Strategic transformation of Council services.
2. Ensure the management of the Waste, Recycling and Disposal Services Unit with the ability to develop sound, practical work practices and procedures along with innovative solutions associated with industry issues.
3. Provide advice and guidance to Council on long term waste management from a local and regional perspective, supporting the transition into modern, sustainable and efficient waste services that support long-term environmental outcomes.
4. Lead the delivery of community safety, environmental health and regulatory services ensuring regulatory frameworks safeguard environmental and public health outcomes across the local government area.
5. Identify future strategies that improve, protect and value the natural environment whilst also identifying opportunities and creative solutions for sustainable development.
6. Ensure that waste management, and regulatory functions are coordinated and integrated with Strategic Planning and Council wide Corporate Objectives, identifying and managing environmental/sustainability risks as part of the planning process.
7. Optimise business outcomes through initiating and developing long-term goals and plans to guide the work of the team in line with organisational objectives.
8. Manage the department to deliver a commercial focussed waste services operation ensuring optimum functionality, efficiency gains, productivity improvements in support of best practice community-based outcomes.
9. Lead effective contract management including contract negotiation, administration, monitoring and supervision of external contractors including Council's Animal Management Facility.
10. Lead the provision of a customer focussed service by taking responsibility for delivering high quality services that result in a positive community impact.
11. Implement project planning and management practice to ensure work is completed to budget and within agreed timeframes aligned to Council's policy and procedures
12. Lead special projects teams to deliver key outcomes aligned with Council's adopted Delivery Programs and Operational Plans.

Undertaking any other duties, projects or tasks as directed by the Director which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Degree qualification in Environmental Science, Environmental Management, Business, Natural Resource Planning, Environmental Planning, Compliance and Regulatory Enforcement, Waste Management or related discipline.
2. Contemporary industry knowledge and solid experience across a range of Local Government services including environment management, waste operations and collections as well as regulatory compliance functions.
3. Solid experience and ability to lead, coach and support staff to achieve work targets and objectives effectively and efficiently.
4. Demonstrated experience in all aspects of project management including risk management, consultant management and contract management in a position accountable for timely and cost-effective delivery of outcomes for complex projects.
5. Proven ability to analyse information and prepare a report for sound decision making.
6. Demonstrated ability to prepare and manage budgets and to meet the operational and strategic financial targets of the organisation.
7. Demonstrated high level interpersonal and communication skills and the capacity to effectively influence outcomes with people at all levels both internally and externally.

Desirable Criteria

1. Post Graduate qualification in Management or related discipline.
2. Extensive experience in Business Planning, Business Excellence and Process improvement initiatives .

Date:

Agreed:

Employee Name

Employee signature