

**POSITION: TEAM LEADER – MAITLAND RESOURCE RECOVERY FACILITY**

**REPORTS TO: COORDINATOR – RESOURCE RECOVERY & DISPOSAL**

**ACCOUNTABLE TO: OPERATIONS MANAGER WASTE SERVICES**

**GROUP: CITY PLANNING**

**DATE REVISED: MAY 2024**

## ROLE CHARTER

This role charter is a broad description of the accountability and duties of an employee 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 me.



**BE WELCOMING**  
Care for me as a person, not a task or a number.



**BE OPEN MINDED**  
Listen to me and work with me to find solutions.



**LOOK OUT FOR ME**  
Thoughtfully anticipate what will make my days go smoother.



**KEEP YOUR PROMISES**  
Follow through on your commitments to me.

### PRIMARY PURPOSE

To oversee the day-to-day work and functioning of the team and to work in partnership with others to achieve annual goals, programs and projects of the department.

To oversee the operations of the Maitland Resource Recovery Facility (MRRF) in a manner that ensures it is a safe place to work, high environmental standards and legislative compliance. To ensure that the MRRF operates efficiently and delivers customer focused services in its daily operations.

## **LEADERSHIP**

Maitland City Council's leaders are people of honesty and integrity, with a genuine desire to deliver outcomes for our community.

The leader is committed to engaging with employees, providing superior customer service and creating value for stakeholders. To fulfil this role, the Team Leader – Maitland Resource Recovery Facility will:

- Actively model and champion Council's Guiding Principles
- Actively participate in open and genuine discussion, collaborating and partnering within the team and across the group's departments to capitalise on existing and emerging knowledge and experience
- Hold both self and others accountable for their decisions, actions, behaviours and outcomes
- Motivate, inspire and support the team to develop the confidence and capability to realise their full potential
- Be an active and visible presence across the organisation

## **MANAGEMENT**

Maitland City Council's leaders are accountable for ensuring that all administrative activities, resources, systems and processes support staff in delivering efficient and effective service. The Team Leader – Maitland Resource Recovery Facility will:

### **Manage people**

- Supervise, support and coach staff in undertaking the work and projects of the team
- Monitor team workloads to ensure a balanced approach to service delivery and employee wellbeing
- Contribute to a positive employment relationship
- Champion a safe and healthy workplace and fair and equitable work practices
- Demonstrate effective communication, problem solving and interpersonal skills

### **Manage operations**

- Support the Coordinator – Resource Recovery and Disposal and the team in the effective delivery of Council's services
- Oversee and implement actions and tasks as identified in the Operational Plan
- Supervise the daily operations of the team within identified budgets, delegations and administrative processes
- Inform and participate in annual planning and reporting processes for the section
- Implement procedures and other tools that support implementation of adopted strategies and policies
- Provide timely and accurate information to the Coordinator – Resource Recovery and Disposal
- Administer and comply with the organisations policies and procedures
- Administer and undertake training and development



## **Manage relationships**

- Act as the primary link between the Coordinator – Resource Recovery and Disposal and the staff of the Team
- Participate in nominated cross organisational teams
- Establish and maintain productive relationships

## **Manage performance**

- Assist with input into business plans for the section for integration with Council's Strategic Planning
- Monitor and report on team performance
- Identify opportunities for employee development and performance improvement within the Council's workforce development framework
- Focus on the continuous improvement

## **CORE ACCOUNTABILITIES**

In addition to fulfilling the core leadership and management accountabilities described above, the Team Leader – Maitland Resource Recovery Facility is also accountable to:

1. Implement procedures and agreed actions to ensure full WH&S compliance and to protect the health and safety of staff, customers and visitors.
2. Implement procedures and agreed actions to ensure full compliance with licence requirements and environmental legislation particularly in relation to dust, litter, daily cover and leachate management.
3. Implement actions that will optimise the diversion of materials from landfill and minimise the contamination of recyclables.
4. Ensure appropriate supervision of all unloading areas to assist customers and to maximise safety and investigate incorrect transactions.
5. Liaise in a professional and courteous manner with customers and Council staff to resolve problems and assist contractors, consultants and visitors to provide a strong customer focus.
6. Identify and attend to maintenance needs and ensure plant and human resources are optimally utilised.
7. Lead and manage all landfill operations and services in compliance with Council's policies and procedures including the operation of the Community Recycling Centre (CRC).

The incumbent is required to undertake any other duties, projects or tasks as directed by the Coordinator/Operations Manager, which are within the employee's skills, competence and training.

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

## **ESSENTIAL CRITERIA**

1. Certificate III in Waste Management or an equivalent combination of demonstrated experience and/or education/training in solid waste management.
2. Contemporary industry knowledge and demonstrated experience in solid waste management.



3. Demonstrated experience in assisting with leading, coaching and supporting staff in their day-to-day activities.
4. Demonstrated understanding of WH&S as it relates to a high-risk work site.
5. Demonstrated computer skills, particularly in the Microsoft Suite.
6. Demonstrated experience in negotiation and conflict resolution.
7. Demonstrated interpersonal and communication skills, including the ability to provide information and problem solve.
8. Current Class C Driver's Licence.

### **DESIRABLE CRITERIA**

1. Certificate IV in Leadership and Management qualification or equivalent.
2. Current licences/competencies in the following:
  - HR driver licence
  - Skid steer
  - Front-end loader
  - Traffic Controller
  - Implement Traffic Control Plans / Apply Traffic Control Plans
  - WHS General Construction Induction (White Card)

Date:

Agreed:

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Employee Name

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Employee signature

