

POSITION DESCRIPTION

OPERATIONS SUPERVISOR

D/24/***

Level:	Band 6/7 and MRC Enterprise Agreement as varied from time to time
Business Unit:	Operations
Responsible to:	Executive Operations Manager
Position(s) Under Direct Supervision	Waste Management Attendants, Plant Operators
Responsible Areas:	Operational Areas

POSITION OVERVIEW

The Waste Services Department is responsible for the provision of waste management services within the Tamala Park Landfill Site. These services encompass:

- Landfill, Transfer Station and Weighbridge staff supervision,
- On site Contracted Services supervision, and
- Labour Hire Management.

This position is responsible for the performance and coordination of a range of activities for the responsible and efficient operation of landfill disposal and waste collection activities on site. The position will oversee and work closely with relevant staff in the day-to-day operations of the department.

OBJECTIVE OF THE POSITION:

To use your supervision and leadership skills to promote a positive culture that encourages teamwork in the operational area.

- Coordinate waste disposal operations at Tamala Park Landfill Facility to ensure operational area operates in accordance with the relevant parts of:
 - *the DWER Landfill License;*
 - *the Site Management Plan;*
 - *Standard Operational Procedures;*
 - *Customer Service Charter; and*
 - *Work Health & Safety and Equal Opportunity requirements.*
- Develop, implement and manage processes for ensuring that staff receive a level of training and development that meets their needs, provides opportunities and provides Council with an adequately skilled workforce.
- Provide leadership and support to the waste staff to ensure the effective and efficient delivery of services as they relate to the Waste Services Operations Unit;
- Coordinate waste acceptance operations to ensure the efficient and effective delivery of services to the community;
- Assist Management to plan, implement and review the provision of services to ensure that they continue to meet the expectations of Council, the Executive and the community.
- Ensure that plant and equipment are operated safely and efficiently;
- Provide professional and courteous service and advice to staff within the organisation and manage matters related to Waste Services with a professional approach.

REQUIREMENTS OF THE JOB

Essential Skills

- Demonstrated skills in employee supervision and the ability to provide clear directions.
- Interpersonal skills to motivate others and lead change.
- Excellent communications skills and the ability to provide appropriate feedback to team members as required.
- Demonstrated organisational and customer service skills to effectively manage multiple priorities.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills.
- Well-developed computer skills including a working knowledge of the Microsoft Office software suite.

Essential Knowledge

- Sound knowledge and operational understanding of waste management infrastructure, methodologies and practices.
- Sound knowledge of Customer Service requirements
- Working knowledge of WHS & Equal Opportunity requirements.
- Working knowledge of the legislative requirements governing the operation of landfills and transfer stations.
- An understanding of appropriate Waste & Environmental Management work practices including how they cross over with WHS requirements, equipment manuals and workplace procedures.

Essential Experience

- Demonstrated experience with the operation of landfill specific and waste transfer station plant and equipment.
- Experience operating a Weighbridge and Weighbridge software systems
- Coordinating a variety of activities in a warehouse environment
- Current WA HR License

Desirable Knowledge

- Appropriate understanding of the relevant environmental legislation
- Local Government experience in a waste management setting
- Heavy Equipment and Plant Licenses (In particular, Front End Loader, Excavator, Compactor, Articulated Dump Truck, Skid steer)

Qualifications and/or Training

- Supervisor training and or demonstrated 5 years of experience
- HR License
- Heavy Equipment and Plant Tickets/ licenses.

Desirable

- Recognised training in WHS
- Cert IV Training and Assessor
- Cert III Waste Management
- Cert III in Civil Construction

KEY DUTIES/RESPONSIBILITIES

Outcome: Service Management

- Hands on supervision and training of council employees and contractors in the day-to-day operations of the operational areas. To ensure all duties are performed to SOP standard and Customer service charter.
- Ensure the safety of customers using facilities and in compliance with signage.
- Ensure the proper inspection and identification of incoming waste and the direction of customers to the appropriate location to dispose of waste Coordinate and supervise the collection of recyclable items from the Transfer station by contractors, in accordance with chain of responsibility legislation.
- Supervise the collection and transfer of recyclable items from Transfer Station to appropriate areas.
- Ensure safe site working procedures in accordance with the requirements of the WHS Act and associated regulations
- Assist management with the development of the Operations Budget.
- Develop rosters that meet the sites operational requirements and are cost effective and efficient and ensure that employees are provided with a work life balance.
- Oversee equipment and plant operations including the scheduling of staff training.
- Reduce equipment idle and downtime, focusing on equipment and plant utilisation.
- Assist to develop, promote, implement, review and maintain WHS procedures, JSA's and programs to meet legislative requirements and workplace safety.
- Assist to develop and conduct in-house WHS training, and new employee and contractor workplace inductions programs.
- Provide weekly WHS reports to the Operations Manager
- Maintain PPE stores and registers
- Record all relevant details of site incidents and accidents.
- Conduct accident /incident investigations
- Coordinate site and workplace hazard inspections
- Purchase in accordance with sub-delegation provided by the Chief Executive Officer, within the allocated budget and in line with Policy CP06.
- Undertake duties as Deputy Chief Fire and Emergency officer as detailed in the MRC Business Continuity Plan, MRC Emergency procedure including standard operating procedure TFB01 Managing Fire Exemptions Conditions.
- Undertake the role of Chief Fire and Emergency Officer when the Chief Fire and Emergency Officer is not available.
- Assist with emergency evacuation procedures and drills.
- Undertake other duties as required within the scope and level of this position as directed by the Operations Manager.

Outcomes: Customer Service

- Attend to customer service enquiries promptly, in a friendly manner focused on minimizing waste to landfill.
- The coordination and, assistance to other users of the facility to ensure appropriate behavior, with due respect to safety, in a variety of locations at the site including the landfill, Weighbridge, Recycling Centre area, Transfer Station and access roads.
- The supervision and, if necessary, assistance to other employees, particularly new employees, in the performance of their duties, in a safe and proper manner.

Outcome: Human Resource

- Participate in the employee performance review process with your manager.
- Adhere to the personal behaviour, honesty and integrity standards as described in the MRC Code of Conduct.
- Perform reviews of employees under your direct supervision providing appropriate feedback
- Lead your team set performance objectives, monitor and review staff performance.
- Ensure employees are aware of their responsibilities to the Customer Service Charter and the Code of Conduct.
- Ensure the employees are aware of and operate within the requirements of the Human Resource and Work Health and Safety procedures.
- Ensure appropriate training is implemented for staff under your direct supervision.
- Promote the “One Team Culture” amongst staff in a supportive and participative environment.
- Liaise with operational employees on matters of mutual interest.
- Assist all MRC staff where assistance is sought or required.

Outcome: Risk Management

- Ensure safe practices are adopted in carrying out tasks to ensure a safe working environment exists at all times
- Report and investigate all environmental and safety accidents, incidents and hazardous situations arising in the course of work.
- Understand and implement emergency procedures when required.
- Renew and maintain compliance towards drivers and forklift license, notify management of any non-compliance immediately
- Participate in Emergency Management procedures when required

General Responsibilities

- Adhere to the Council’s policies, procedures and management practices as amended from time to time
- Contribute to the development and attainment of relevant departmental business goals and objectives.
- Ensure that the capture of correspondence (electronic and paper based) and documentation relevant to specific work area complies with WA State Records Office legislation.

ORGANISATIONAL RELATIONSHIPS

Responsible to:

- Executive Operations Manager
- Fellow workers in the conduct of duties in a safe and considerate manner.
- Customers, to ensure safe behavior on the site.
- DWER Officers
- Worksafe

EXTENT OF AUTHORITY:

- Employee to act as an authorised officer to the extent only as required by current local laws, and other Council instructions, in relation to behaviour of other personnel on the site.
- To provide direction and, where necessary, assistance, to all users of the facility.

This position may make decisions in the following areas in accordance with the conditions described and assigned delegations:

- Supervision of Employees
- Acceptability of waste products
- Location for waste disposal

This position may give direction (either directly or indirectly) to:

- Customers
- Employees
- Contractors

OCCUPANT

OCCUPANT SIGNATURE
