

Position Description

Manager Operations

Position Details

Position Title	Manager Operations – Hazelmere (including Baywaste)
Classification	Manager
Position Number	A0191A
Basis of Employment	Full Time
Team Name	Operations – Hazelmere Resource Recovery Park Team and Community Recycling Centres

Position Objectives

- Manage the day-to-day activities at the Hazelmere Resource Recovery Park, Baywaste Community Recycling Centre and Transfer Station, EMRC Regional Waste Collection Services and any future business activities falling within the Operations Manager's scope of work.
- Strategically plan and manage resources to deliver excellent and efficient waste management services for the EMRC.
- Manage relationships with member Councils to develop business opportunities.
- Ensure the requirements of all license obligations are carried out for the site.
- Maintain good relations with landowners adjacent to the site so as to minimise the impact of the Hazelmere Resource Recovery Park and Baywaste Facilities on neighboring premises.
- Investigate and implement best practice processes and procedures to achieve continuous improvement.
- Ensure OH&S legislative requirements are met, and site issues managed to minimise accidents and incidents.
- Manage all set safety and quality KPIs.

Organisational Values

The EMRC's values describe what we believe in and how we will operate. All employees are expected to consistently demonstrate EMRC values and display the following behaviours:

Excellence Striving for excellence through the development of quality and continuous improvement.

Recognition Valuing employees in a supportive environment that focuses on their wellbeing.

Innovation Focus on innovative approaches in projects and service delivery.

Responsiveness Dynamic and flexible service delivery.

Integrity Accountability and consistency in all that we do.

Leaders ensure that the organisation's values are created and sustained by establishing the Council's strategic direction and providing an environment that encourages all employees to reach their potential in achieving the organisational outcomes.

Key Duties/Responsibilities

Position Responsibilities

Waste Management and Resource Recovery Responsibilities

- Effectively manage the ongoing operations and team members at the Hazelmere Resource Recovery Park, Waste Collections, Baywaste Community Recycling Centre and Transfer Station and future business activities falling within the Manager Operations' scope of work.
- Provide input into future and strategic planning related to Waste Management, Resource Recovery and alternative waste/materials treatment.
- Prepare agendas and reports for the EMRC council, member councils and operational purposes.
- Manage contracts being undertaken by contractors and consultants as part of all Resource Recovery Projects.
- Assist with management of community engagement on Waste Management and Resources Recovery projects.
- Maintain productive partnerships with member Councils in regional waste management projects.
- Provide support for community engagement processes relevant to waste and resource recovery projects.
- Responsibly and accurately manage the business unit budget, delivering services efficiently and effectively.
- Ensure all service delivery and procurement is undertaken in accordance with the EMRC's policies and procedures.
- Assist in the preparation and implementation of annual Business Plans for the Hazelmere and Baywaste Resource Recovery Team.
- Manage and achieve all set managerial, operational and safety KPIs.

Work Health and Safety (WHS) Responsibilities

As far as is reasonably practicable, make certain that:

- Systems and processes are in place which comply with all WHS statutory requirements.
- WHS and risk management systems are in place such that consultants, contractors, and workers can identify and control workplace hazards.
- Effective communication and consultation processes are in place to inform workers (including contractors, consultants, and volunteers), elected WHS Representatives and relevant stakeholders about their duty of care, roles and responsibilities regarding health and safety at work and changes to processes, premises and plant equipment which may impact on safety and health.
- Recommendations to improve safety and health management are acted upon.
- Workplace inspection process is implemented and communicated.
- Participate in and lead any WHS training.
- Provision of reasonable time for WHS Representatives to complete their duties.

Organisational Responsibilities

- Ensure all documents are created, stored and maintained in accordance with the organisation's electronic Document Management system requirements.
- Ensure all duties are performed in compliance with the procedures documented in the Business Management System (BMS) or other more current internal guideline documents.

- Actively seek and report on methods of improving systems of work to ensure continuous improvement.
- Respond to organisational initiatives and assist in the development of the EMRC as directed.
- Represent the EMRC in a responsible and professional manner at all times.
- Comply with the policies and procedures of the organisation at all times.
- Properly organise and manage working time to ensure efficient productivity.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base.

Position Requirements

Competencies

- A well-developed knowledge and understanding of waste management and resource recovery operational activities.
- Effectively lead a diverse range of staff in a fast-paced operational environment.
- Adequate knowledge of tender and contract administration and management practices and standards.
- Highly developed research, analytical, and problem-solving skills with the ability to develop strategies and recommendations.
- Highly developed waste services planning and management skills.
- Highly developed oral communication and interpersonal skills with the ability to relate effectively to a diverse range of stakeholders.
- Well-developed written communication skills with the ability to produce professionally competent reports.
- Well-developed negotiation and conflict resolution skills.
- Highly developed ability to undertake procurement in accordance with council policies and effectively manage approved budgets. Capability of working within budgetary and time constraints to ensure objectives are achieved.
- Proficiency in the use of MS Office applications including Word, Excel, Outlook, financial systems and project management software.

Organisational Relationships

Responsible to Supervision of

A0144A – Chief Operating Officer
A0242A - Site Supervisor – Hazelmere & Baywaste
A0223A - Team Leader Collections
A0213A - Coordinator Administration

Internal and External Liaison Internal External

All EMRC Management and Employees
Member Councils and other Local Government authorities
Western Australian Local Government Association (WALGA)
Other Government Agencies and departments (State and Federal)
Private and Non-Government Organisations
Suppliers and Contractors
General Public

Extent of Authority

- This position is authorised to make recommendations to the Chief Operating Officer, within predetermined guidelines, Council policy and procedures, and legislative requirements.
- The incumbent has the authority to take reasonable action to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position.

Selection Criteria

Essential

- Experience of leading and supervising diverse multi-disciplined teams.
- A well-developed knowledge of, and experience with, waste management and resource recovery issues and practices.
- Knowledge and experience in contractor management.
- Relevant experience in a related industry including but not limited to, waste management, resource recover, and waste collection services.
- Highly developed research, analytical, and problem-solving skills with the ability to develop strategies and recommendations.
- Highly developed project planning / management skills.
- Highly developed oral communication and interpersonal skills.
- Well-developed written communication skills with the ability to produce professionally competent reports.
- Well-developed negotiation and conflict resolution skills.
- Highly developed ability to manage approved budgets and undertake procurement in accordance with council policies and procedures.
- Proficiency in the use of MS Office applications including Word, Excel, Outlook and project management software.
- Current and valid WA 'C' class driver's license (or equivalent).

Desirable

- Post graduate qualifications in business or lengthy relevant experience in substitution of official qualifications.
- Experience in waste management services in a local government setting.

Incumbent Undertaking

I acknowledge that I have read, understood, and accept the requirements of the role as described in this position description. I understand that this position description may be amended from time to time to reflect changes to the position.



Name of Employee

Signature of Employee

Date

Date Last Reviewed	March 2025
Reviewed	Senior HR Advisor
Updated	Senior HR Advisor
Approved	Manager Human Resources