

Position Description

Chief Operating Officer (COO)

Position Details

Position Title	Chief Operating Officer (COO)
Classification	Chief
Position Number	A0144A
Basis of Employment	Full Time
Team Name	Operations Team

Key Objectives of Position

The Chief Operating Officer leads the delivery, performance and continuous improvement of EMRC's operational services and strategic projects, with primary responsibility for the following services and facilities:

- Red Hill Waste Management Facility;
- Hazelmere Resource Recovery Park;
- Bayswater Community Recycling Centre (Baywaste); and
- Deliver the projects of the EMRC in accordance with the approved Strategic Plan, Corporate Business Plan and Annual Budget.

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 - Red Hill and Hazelmere Operations

1. Oversee the operational and development activities at the Red Hill Resource Waste Management Facility, Hazelmere Resource Recovery Park and Bayswater Community Recycling Centre to ensure safe, compliant, efficient and reliable service delivery.
2. Develop and maintain productive relationships within the waste, resource recovery and local government sectors to support the EMRC's position and reputation as a leading service provider and strategic partner.
3. Ensure all operational sites managed by the EMRC have the appropriate level of resources and capability necessary to meet the service, compliance, environmental and performance requirements.
4. Prepare agendas, reports and minutes for Council and Committee meetings and attend regular meetings, as required.
5. Lead the development, implementation and review of operational plans, service plans and improvement initiatives in line with approved budgets and strategic priorities.
6. Contribute to the medium- and long-term planning of the EMRC's activities by developing business plans, operating procedures, and the design of new facilities.
7. Improve the financial sustainability and performance of EMRC's operational activities.
8. Develop, monitor and report on key performance indicators, including plant utilisation, labour efficiency, service outcomes, project delivery and budget performance.
9. Develop and implement systems, processes and procedures that strengthen accountability, integration, efficiency and continuous improvement across the operations.
10. Manage revenue and expenditure monitoring processes that ensure appropriate financial and accounting controls are in place and operating optimally.
11. Lead strategic workforce planning to ensure the Operations team structure, capability and resourcing are aligned with operational requirements and priorities.
12. Support quotations, expressions of interest and tender processes for operational expenditure, including evaluation, governance and recommendations to the CEO and/or Council, as required
13. Develop technical specifications for quotations/expressions of interest and tenders for work related to the project, manage the evaluation process, and provide recommendations to the CEO/Council.
14. Manage contracts being undertaken by service providers for the Red Hill Resource Waste Management Facility, Hazelmere Resource Recovery Park and other facilities managed by the EMRC.
15. Maintain awareness of industry, regulatory and technology developments through engagement with councils, agencies, professional networks, conferences and other relevant forums
16. Lead, research and promote the development of major infrastructure projects that solidify the EMRC's position as a leader in resource recovery and waste management.
17. Represent the EMRC in meetings, forums, negotiations and stakeholder engagements, and advocate for the EMRC's interests in a professional and constructive manner
18. Contribute to the risk management of the EMRC by identifying, mitigating and managing risks for employees, contractors, visitors, members of the public and EMRC stakeholders.
19. Represent the EMRC and its stakeholders as required in meetings, forums, and other channels as appropriate.
20. Liaise with internal and external technical experts to ensure compliance with statutory and other licensing legalities and the *Local Government Act 1995* and associated regulations.

Work Health Safety (WHS) Responsibilities

As a member of the Executive Leadership Team, the position holder is required to exercise due diligence and fulfil all responsibilities under the *Work Health and Safety Act 2020 (WA)*, including

- Demonstrating visible leadership, commitment and accountability for work health and safety across all areas of responsibility.
- Provision of the resources required and the support for the effective implementation and maintenance of the EMRC's safety management framework.
- Promotion of cooperation and consultation between management, team members, and all relevant stakeholders.
- Ensuring the EMRC has effective processes for identifying hazards, managing risks, investigating incidents and responding to safety issues in a timely manner.
- Verifying, so far as is reasonably practicable, that workers, contractors, volunteers, service providers and visitors are not exposed to unmanaged risks arising from EMRC operations.
- Monitoring safety performance, due diligence obligations and the effectiveness of control measures across operational areas.

Organisational Responsibilities

- Ensure all documents are created, stored, and maintained in accordance with the organisation's electronic Document Management system requirements.
- Identify and manage corporate risks and implement strategies to mitigate any effects on the EMRC's operations.
- Proactively seek and report on methods of improving systems of work to ensure continuous improvement.
- Support 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.
- Manage working time to ensure efficient productivity as well as work life balance.
- Perform other duties as directed by the Chief Executive Officer that fall within the scope of the position or the incumbent's knowledge and skills base.

Organisational Relationships

Responsible to	A001A – Chief Executive Officer
Supervision of	A0043A - Manager, Red Hill Waste Management Facility A01016A – Site Engineer Operations A0091A - Manager, Environmental & Waste Compliance Operations A0235A – Coordinator Operations - Hazelmere Resource Recovery Park A0082A – Project Engineer

Internal and External Liaison	Internal	All EMRC Management and Employees EMRC Councillors
	External	Member Council Officers Non-Member Council Officers Members of the General Public Schools, Educational Institutions, and Research Organisations Environmental Community, not for profit and industry groups Relevant State and Federal Government Departments and Agencies Professional Associations Suppliers, Contractors, Customers and Consultants Commercial Entities Local Communities and their Associations

Extent of Authority

- This position operates under limited supervision and has the authority to act within the parameters of the objectives, strategies and priorities set by Council and Council policies, management guidelines and delegated authority.

Selection Criteria

Essential

- Tertiary qualifications in engineering.
- Strong experience in landfill management.
- Substantial senior leadership experience in managing complex operations, services or infrastructure portfolios.
- Demonstrated experience leading multidisciplinary teams, driving performance and managing change in a complex organisational environment.
- Highly developed communication and interpersonal skills with the ability to relate to a diverse range of stakeholders and motivate team members.
- Significant experience in tender and contract administration and project management.
- Sound knowledge of commercial resource recovery practices from collection through to processing and disposal.
- Strong and well-developed financial management and commercial acumen, including budgeting, forecasting, cost control, pricing and performance analysis.
- Demonstrated strategic leadership capability, including the ability to set direction, deliver outcomes and build team capability.
- High level of analytical, practical problem-solving, decision making and change management skills.
- Strong interpersonal, negotiation and conflict resolution skills.
- Strong understanding of environmental, community and social issues relevant to waste management and resource recovery services.
- Possession of a current and valid WA 'C' class driver's license (or equivalent).

Desirable

- Post graduate qualifications in business or related discipline.
- Experience in resource recovery, transfer station operations or related service environments.
- Knowledge of civil environmental engineering design, construction, and resource recovery operations.
- Knowledge of local government governance, statutory responsibilities and decision-making frameworks requirements under the *Local Government Act 1995* and related regulations.



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

August 2026

Reviewed

Chief Executive Officer

Updated

Chief Executive Officer

Approved

Chief Executive Officer