

## POSITION DESCRIPTION

## Waste Minimisation Officer

Apihā whakaiti para āwhina (tauirā mahi)



<b>Job Title:</b>	Waste Minimisation Officer
<b>Group:</b>	Service Delivery Group
<b>Location:</b>	Paeroa Office
<b>Reports to:</b>	Waste Manager
<b>Supervisory Responsibility:</b>	None
<b>Functional Relationships:</b>	Service Delivery Group staff, Community Services Team, General Staff, External Stakeholders, General Public, Waste Manager, Community Organisations, Schools, Businesses, Contractors, Communications team
<b>Authorities:</b>	In accordance with the Delegation Manual

## General function of the position

To provide public education and support the Waste Manager to achieve the goals set out in the Hauraki District Council's Waste Management and Minimisation Plan (WMMP), navigating the public through changes and enforcing good behaviours in the community including but not limited to the practises of recycling, using public place bins, reducing littering and illegal dumping, and overall waste minimisation.

The purpose of this position is to support the Council with implementing 'No Time to Waste Tiakina a Papa! Mimiti te Para!' through effective community education and engagement that is consistent with the Waste Minimisation Act and NZ Waste Strategy, thereby contributing to the Council's waste reduction goals and targets.

Hauraki District Council wants to enable a healthy environment - Te Mauri o te Taiao; Connected people – Tūhono; Vibrant and safe communities - Te Oranga pai o te Hapori; A strong economy - Oranga Ōhanga.

## Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> <li>I share relevant information with others</li> <li>I listen to understand</li> <li>I value feedback</li> <li>I use an appropriate communication style</li> </ul>	<ul style="list-style-type: none"> <li>I always keep an open mind</li> <li>I acknowledge and respect differences of opinion</li> <li>I am always considerate and understanding</li> <li>I treat others as I would want them to treat me</li> </ul>	<ul style="list-style-type: none"> <li>I always do my best</li> <li>I follow through for my customers and team</li> <li>I go the extra mile</li> <li>I take personal responsibility for my actions – I walk the talk</li> </ul>	<ul style="list-style-type: none"> <li>I offer ideas and solutions</li> <li>I look for better ways of doing things</li> <li>I am fun to work with</li> <li>I am a can-do employee</li> </ul>



## Key tasks

1. To support the Waste Manager to achieve the goals set out in the HDC Waste Management and Minimisation Plan including managing the Resource Wise Programme, hosting KaiCare workshops and other waste minimisation programmes.
2. To develop and maintain collaborative working relationships with Council staff, Iwi, education facilities, community groups, and organisations working in the waste minimisation space to enable education and promotion of waste minimisation initiatives and waste reduction in the District.
3. To carry out a range of general administrative functions to support the Waste Manager.
4. To undertake a range of financially-focused administration functions required for the waste management team.
5. To provide information and assistance across the organisation to support customer requirements internally and externally.
6. To work with the building and construction industry to develop and trial a construction and demolition waste end-to-end solution.
7. To show a commitment to Hauraki District Council and provide organisational support as required.

### 1. Resource Wise Programme

Key Tasks	Key Performance Indicators (KPIs)
1.1 Assist the Waste Manager to achieve goals set out in the HDC Waste Management and Minimisation Plan including managing the Resource Wise Programme.	<ul style="list-style-type: none"> <li>• Works with businesses and schools to reduce waste.</li> <li>• Works closely with neighbouring Councils to align services offered in the Easter Waikato.</li> </ul>
1.2 Research and compile Council Reports on activities undertaken to promote and educate on waste minimisation in the District against the Council's waste-to-landfill reduction goals and targets.	<ul style="list-style-type: none"> <li>• Research is well-founded and accurate.</li> <li>• Reports are relevant and timely.</li> <li>• Reporting against goals and targets is accurate.</li> </ul>
1.3 Support the Waste Manager with other waste management and minimisation goals as required.	<ul style="list-style-type: none"> <li>• Support is provided as required.</li> </ul>

### 2. Collaborative Relationships and Education

Key Tasks	Key Performance Indicators (KPIs)
2.1 Develop and maintain collaborative working relationships with Council staff, Iwi, education facilities, community groups and organisations working in the waste minimisation space.	<ul style="list-style-type: none"> <li>• Working relationships are effective with all stakeholders.</li> </ul>
2.2 Educate the community on each aspect of the Council's Waste Hierarchy as outlined in No Time to Waste Tiakina a Papa! Mimiti te Para!:	<ul style="list-style-type: none"> <li>• Materials are developed and delivered covering the tiers of the Waste Hierarchy, for instance promotion promote the use of alternative products, i.e. to wet wipes, sanitary products, and other household items.</li> <li>• Problem areas are identified through monitoring and reporting, and targeted communications are developed to address these problem areas.</li> <li>• Communications are effective and result in a reduction in waste to landfill and change in targeted behaviour.</li> <li>• Contamination of district rubbish and recycling bins, littering, and illegal dumping is reducing.</li> <li>• Campaigns are delivered within budget with high community participation rates.</li> </ul>

Rethink/Redesign | Kia tukurua  
 Refuse | Whakanau  
 Reduce | Whakakaiti  
 Reuse | Whakamahi anō  
 Repair | Whakatika  
 Repurpose | Whakarerekē  
 Rot | Whakapopo  
 Recycle | Hangarua  
 Dispose/Burn | Porowhiu me te Tahu



2.3	Promote the Council's WMMP actions, and its waste services and facilities.	<ul style="list-style-type: none"> <li>Services and facilities are positively promoted and showcased to inform key audiences of the actions Council is taking to minimise waste to landfill.</li> <li>Two-way conversations between the Council and residents are facilitated and encouraged as required.</li> <li>The community identifies HDC as a key provider of waste minimisation initiatives and supports their programmes.</li> </ul>
2.4	Research, recommend and deliver effective communications to engage the public in waste minimisation initiatives and encourage waste reduction in the District.	<ul style="list-style-type: none"> <li>Engaging presentations or workshops for internal or external use are developed and delivered (e.g. workshops, school visits etc.)</li> <li>External providers are engaged to deliver community workshops as required.</li> </ul>
2.5	Develop and maintain the rubbish and recycling information on the Council's website.	<ul style="list-style-type: none"> <li>Content is well written, clear, in line with Council branding guidelines.</li> <li>Information on the website is reviewed regularly and kept up to date.</li> </ul>
2.6	Produce quarterly newsletter showcasing waste initiatives in the District and providing educational materials.	<ul style="list-style-type: none"> <li>Newsletter is written, designed and distributed four times a year.</li> </ul>
2.7	Work with the Council's Waste Manager and communications team to develop and deliver public communications on the new kerbside collection methodology (from early 2023).	<ul style="list-style-type: none"> <li>Engaging communications campaign is developed to effectively communicate the change in kerbside collection service.</li> <li>Materials developed are concise, clear, and consistent and in line with Council branding guidelines.</li> <li>Deadlines are met.</li> </ul>
2.8	Provide expert advice to the community, schools, businesses, and contractors.	<ul style="list-style-type: none"> <li>Queries are answered on time and solutions provided that empower the community to minimise waste to landfill.</li> </ul>

### 3. Administrative Functions

	Key Tasks	Key Performance Indicators (KPIs)
3.1	Support and assist the Waste Manager with general administrative duties.	<ul style="list-style-type: none"> <li>Waste Manager is supported in administrative tasks including correspondence management, and calendar management as required.</li> <li>Timely and accurate assistance is given when required.</li> <li>Phone calls are taken and appointments made as necessary.</li> <li>Assistance with preparation of service delivery reports and asset management plans is given as required.</li> <li>Data is captured and entered in relevant systems.</li> <li>Documents are created as required in line with Council's established standards, procedures and formats.</li> <li>Information is gathered and responses are prepared as required.</li> </ul>
3.2	Facilitate the process to gather information and get documents signed.	<ul style="list-style-type: none"> <li>Documents are signed on time by all the relevant parties.</li> </ul>



		<ul style="list-style-type: none"> <li>Documents are distributed to the relevant parties and filed in the Document Management System.</li> </ul>
3.3	Schedule training, conferences, meetings and appointments, i.e. venue, registration, accommodation, travel etc.)	<ul style="list-style-type: none"> <li>All arrangements are correct and on time.</li> <li>Any changes to arrangements are communicated timely.</li> </ul>
3.4	Take minutes at meetings and arrange distribution as required.	<ul style="list-style-type: none"> <li>Minutes are accurate and produced on time.</li> <li>Minutes are distributed to all attendees where necessary.</li> <li>Action items are regularly followed up till completion.</li> </ul>
3.5	Carry out duties required for the Online Waste Levy System reporting to Ministry for the Environment.	<ul style="list-style-type: none"> <li>Reporting to the Ministry for the Environment is timely and accurate.</li> </ul>
3.6	Be responsible and maintain stock levels of consumables (stock control).	<ul style="list-style-type: none"> <li>Stock levels are maintained at appropriate levels.</li> </ul>
3.7	Ensure all Waste Management asset and Council records and documentation are well presented and filed for easy access and future reference.	<ul style="list-style-type: none"> <li>All records are stored in the document management system according to Council's document management policy.</li> </ul>
3.8	Maintain records such as the product flow database, collection schedules and any other databases.	<ul style="list-style-type: none"> <li>All records, databases and schedules are current and accurate.</li> </ul>
3.9	Manage refuse bin orders.	<ul style="list-style-type: none"> <li>Bin orders are collated and placed for delivery or weekly delivery of bins undertaken.</li> <li>Bin list is continuously updated with Bin ID's and other relevant information.</li> <li>Track bin deliveries and report contractor performance matters to the Waste Manager.</li> </ul>
3.10	Manage Service Requests.	<ul style="list-style-type: none"> <li>Service requests are received and investigated.</li> <li>Customers are responded to in accordance with expected service levels.</li> </ul>
3.11	Monitor and update Website content in relation to rubbish and recycling.	<ul style="list-style-type: none"> <li>Rubbish and Recycling web page(s) contain up-to-date relevant information.</li> </ul>

#### 4. Financial Administration

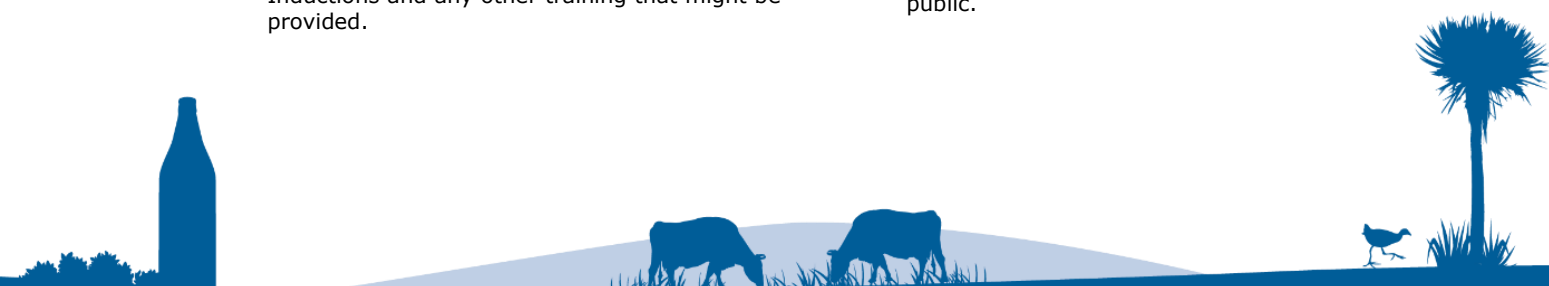
Key Tasks		Key Performance Indicators (KPIs)
4.1	Manage PAYT tag orders and invoices.	<ul style="list-style-type: none"> <li>Procurement is undertaken in accordance with the HDC Procurement Policies.</li> <li>Receives orders, and prepares and dispatches and/or delivers PAYT tag orders.</li> </ul>
4.2	Manage Refuse Transfer Station invoices and credit notes.	<ul style="list-style-type: none"> <li>Collates information to prepare and submit invoices to customers.</li> <li>Prepares and submits credit notes or arranges for payments.</li> <li>Checks statements periodically and follows up outstanding payments.</li> </ul>
4.3	Manage stock levels and place orders for Rubbish, Recycling, Food scraps, Soft Plastics and Liquid Paperboard bins and glass crates as and when required.	<ul style="list-style-type: none"> <li>Stock levels are maintained at required rates.</li> </ul>
4.4	Raise work orders (WO) and purchase orders (PO) in Council's financial system.	<ul style="list-style-type: none"> <li>WOs and POs are raised as a result of works authorisations approved by the Waste Manager.</li> </ul>



		<ul style="list-style-type: none"> <li>WO numbers are created for all tasks to be executed by other groups or teams.</li> </ul>
4.5	Prepare reports on job/project costings as required.	<ul style="list-style-type: none"> <li>Reports are prepared accurately and within agreed timeframes as required.</li> </ul>
4.6	Monitor and process accounts payable invoices for payment.	<ul style="list-style-type: none"> <li>Invoices are processed accurately and within agreed timeframes.</li> <li>Statements are checked periodically and outstanding payments are followed up.</li> </ul>
4.7	Retrieve and/or interrogate costing information from the financial system for monthly financial report.	<ul style="list-style-type: none"> <li>Information provided is accurate and on time.</li> </ul>
4.8	Be responsible for, and undertake duties in association with, the Territorial Authority Waste Levy Expenditure System (TAWLES).	<ul style="list-style-type: none"> <li>Requirements for the TAWLES system are met.</li> <li>Any issues are elevated to the Waste Manager for advice or resolution.</li> </ul>

## 5. Technical Support

Key Tasks		Key Performance Indicators (KPIs)
5.1	Liaise with customer services team and the Works Team to assist with customer enquiries/complaints.	<ul style="list-style-type: none"> <li>The job-holder meets service request customer standards and maintains record keeping of interactions.</li> <li>Customers are informed in a timely manner..</li> </ul>
5.2	Raise internal service requests, initiate work, follow up on progress and work performance as required by Asset Managers.	<ul style="list-style-type: none"> <li>Internal Service Requests are raised and work initiated.</li> <li>Service requests are monitored, progress checked, work performance monitored and reported on to the Asset Managers.</li> <li>Maintenance works orders are raised, progress checked, work performance monitored and reported on to the Asset Manager.</li> </ul>
5.3	Compile information for reports.	<ul style="list-style-type: none"> <li>Information is obtained from internal departments and is accurately prepared for the Asset Managers in an agreed timeframes.</li> <li>NFPT's information is collated and provided to the Asset Managers within agreed timeframes.</li> </ul>
5.4	Prepare / process administration and correspondence in relation to resource consents.	<ul style="list-style-type: none"> <li>Data and correspondence in relation to regulatory works by the Asset Managers are dealt with appropriately and in a timely manner.</li> </ul>
5.5	Maintain relevant information within the Weightrax system.	<ul style="list-style-type: none"> <li>Pricing and business account details are up-to-date.</li> <li>Data is retrieved as required for report purposes.</li> </ul>
5.6	Map and/or update processes pertaining to all Waste Management activities.	<ul style="list-style-type: none"> <li>Process mapping is complete and current.</li> </ul>
5.7	Implement the Event Waste Management system.	<ul style="list-style-type: none"> <li>The system is implemented as directed.</li> </ul>
5.8	Attend all training provided, i.e. recycling, sustainability, information on products, H&S Inductions and any other training that might be provided.	<ul style="list-style-type: none"> <li>Attends training to acquire the knowledge and information that will be shared with the public.</li> </ul>



## 6. Construction and Demolition Waste

	Key Tasks	Key Performance Indicators (KPIs)
6.1	Develop a trial to assess construction and demolition waste streams, liaising with builders and tradies on building sites to develop end-to-end solutions for building and construction waste.	<ul style="list-style-type: none"> <li>Contractors and suppliers are engaged in the rethink/redesign tier of the Waste Hierarchy.</li> <li>Contractors are engaged with waste minimisation process and provide feedback.</li> <li>Contractors have a good understanding of their waste streams and what is generated on site.</li> <li>Barriers to recycling construction and demolition waste are identified and end-to-end solutions presented.</li> <li>Local processing facilities have been identified for various construction site waste streams.</li> <li>Contractors successfully manage the disconnect between various trades working resulting in improved recycling on construction sites.</li> <li>Construction companies actively participate to reduce waste to landfill.</li> </ul>
6.2	Promote the construction and demolition waste recycling service.	<ul style="list-style-type: none"> <li>An end-to-end solution is provided and promoted effectively.</li> </ul>

## 7. Other Duties

	Key Tasks	Key Performance Indicators (KPIs)
7.1	Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> <li>Other duties are completed as are reasonably required.</li> </ul>
7.2	Demonstrate a commitment to a culture of safety and wellbeing within HDC as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> <li>Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety &amp; Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.</li> </ul>
7.3	Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the health and safety of others.	<ul style="list-style-type: none"> <li>Comply with any reasonable instruction that is given by HDC.</li> <li>Co-operate with any reasonable policy or procedure.</li> </ul>
7.4	Provide organisational support as required, such as in respect of Emergency Management activities.	<ul style="list-style-type: none"> <li>Employee participates in Emergency Management activities and events as required and as directed.</li> </ul>
7.5	Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the HDC intranet.	<ul style="list-style-type: none"> <li>Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes.</li> <li>All applicable policies and procedures are adhered to.</li> </ul>
7.6	Participate fully in organisational processes including staff meetings, Me Time Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> <li>Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results.</li> </ul>



		<ul style="list-style-type: none"> <li>Staff meetings are attended, Me Time PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.</li> </ul>
7.7	Take responsibility for ensuring HDC's information is secure and that appropriate levels of confidentiality are maintained within your job role.	<ul style="list-style-type: none"> <li>The job holder only accesses information for proper cause and/or within their authority.</li> <li>Confidentiality of information about HDC's business, other employees, customers or rate payers is maintained.</li> <li>There is no disclosure of confidential information including making unauthorised statements to the media, or at public meetings which affect or pertain to the Council, customer or client.</li> </ul>

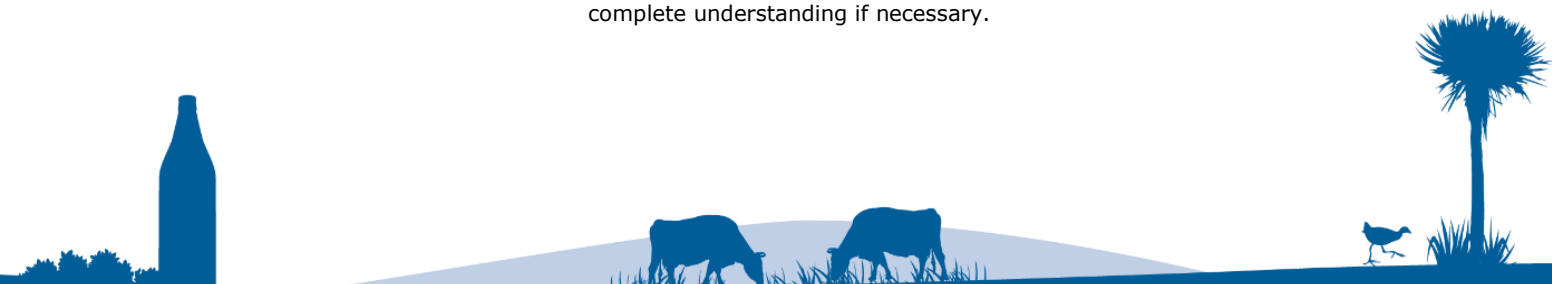
## Person specification details

### 1. Expertise

Qualifications:	Full NZ Drivers' Licence NCEA Level 3 or similar
Experience:	5+ years prior experience in a similar role is preferred

### 2. Skills

Ability to Learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities for training and will ask questions to gain complete understanding if necessary.
Ability to Organise	Has a systematic approach that leads to the successful completion of tasks. Has ability to organise work, and keeps functional records.
Commitment / Personal Accountability	Is self-motivating and self-managing. Has high standard of personal integrity and professionalism.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment.
Interpersonal Relations	Interacts effectively with other people and peers in order to advance the work of the Council. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to the team, working towards consensual solutions that enhance the output of the team. Accepts share of workload.
Time Management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
Ability to Learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities and will ask questions to gain complete understanding if necessary.





Ability to Organise	Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment. Responds to correspondence, voice mail and e-mail promptly.
Customer Focus	Makes customers and their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles and practices. Presents a professional image, eg. dress code, behaviour, conduct.
Professional / Technical Expertise – Typing	Is a touch-typist with excellent typing skills and speed
Professional / Technical Expertise: Minute Taking	Is familiar with meeting protocol and has proven ability in minute taking and agenda preparation
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload

### 3. **Knowledge**

Computer Literate	Demonstrates relevant levels of computer literacy and competency, with a working knowledge as required. <ul style="list-style-type: none"> <li>• Microsoft Outlook Intermediate</li> <li>• Microsoft Word Intermediate</li> </ul> Microsoft Excel Advance
Office Procedures	Good understanding of office procedures and administration including the ability to operate photocopiers, printers, e-mail etc.
Working Knowledge – Local Government	Has a basic knowledge of local government (desirable but not essential).
Working Knowledge – Local Area	Knows the local area and understands the dynamics of Hauraki and surrounding districts (desirable but not essential).
Working Knowledge – Document Management systems	Has knowledge and practical experience with Document Management Systems.
Working Knowledge – Financial Principles	Has a good understanding of financial principles.

