POSITION DESCRIPTION

Team Leader Community Recycling Centre
(POS1583 POS2730)

Directorate:	City Presentation	**Department:**	Waste and Cleansing		
Position Grade:	10	**Reports to:**	Coordinator Waste		
Last review:	November 2024	**Next review:**	November 2026	**Version No.:**	1.2

Position purpose:

We are looking for a Team Leader in the Recycling Centre to work in the Waste and Cleansing Department located at Council's Operation Centre (Rose Street Depot). This facility provides the community with a free and convenient way of dropping off their problem wastes for environmentally friendly recycling.

You will have demonstrated experience working by leading a team, also as part of a team and must have knowledge of Work, Health and Safety (WHS) practices, the principles of Equal Employment Opportunity (EEO), ethical practice and multicultural diversity. Manual handling skills are also required, and the successful applicant must have a flexible attitude towards responsibilities and hours of work.

Key accountabilities/responsibilities:

Responsible for:

1) Liaising daily with the City Presentations Coordinator, keeping him/her informed of progress on projects, the resources required to carry out the day-to-day activities of the team and to carry out any task or duties as directed by the coordinator.
2) Communicating and monitoring all maintenance activities to ensure that works are carried out to Council's specifications and desired outcomes, resolving any customer problems through direct consultation and negotiation where appropriate.
3) Carrying out inspections of Council's assets making appropriate decisions as to necessary corrective action to be taken to ensure that Council's assets are maintained to defined standards.
4) Retrieving, reviewing, prioritising and assigning customer requests received from the Contact Centre to maximise the use of Council's resources to achieve a high level of customer satisfaction as well as to add notes and finalise customer requests.
5) Ensuring that relevant licences are current for both team members and advising the coordinator of any pending action that may result in loss of licence.
6) Carrying out all required works in a manner which portrays a clean and tidy operation to the members of the public and in accordance with the Work Health and Safety Act and relevant safety procedures.
7) Supervising the work of team members as well as motivating and inspiring the team to optimise the delivery of outcomes
8) Coordinating the assigned team in the delivery of their duties whilst ensuring that all work carried out is in line with the industry standards, environmental guidelines and within the specified time frame.
9) Encouraging, promoting and enforcing safe work practices to maintain safe work sites and to work in a team environment that encourages team development and participation by communicating with colleagues, sharing skills and knowledge.
10) Identify possible Risks and/or Hazards with all works carried out in accordance with the Workplace Health and Safety act and the relevant legislation and Liverpool City Council safety procedures.
11) Ensure regular audit and maintenance of all plant, vehicles and equipment under his/her control are always kept in a serviceable and safe working condition. Ensuring all team members inducted are suitably qualified to carry out the necessary tasks and reporting any damaged, lost or stolen items.
12) Accountable for ensuring timesheets of staff members are completed on time and are accurate.
13) Facilitating of toolbox meetings with staff member addressing staff concerns and WH&S issues in the workplace.

14) Contributing towards WH&S Documentation such as SWMS, Risk assessments and Standard operating procedures and proactively ensuring these documents are relevant for your assigned area.
15) Organising of staff shifts in the morning and ensuring customer service requests are evenly distributed amongst the team. This also extends to electronic requests. This also extends to ensuring operational coverage of the team and notifying direct report in advance if additional resources are required to not impact the operation. (Also includes plant and equipment)
16) Assisting staff members to fill out incident reports and insurance documentation immediately after and incident or accidently occurs.
17) Documenting work completed by taking photos and distributing when required
18) Carrying out any other tasks/projects or duties as directed.

Decisions made in the position:

1) To recommend training requirements for crew members
2) The allocation of tasks to team members
3) Prioritise work to maximise best use of Council Resources, complete projects and requests and to minimise the level of risk to Council.
4) Decisions made in line with Council's policies and procedures.
5) To organise staff for specific projects and or tasks as required and to ensure the delivery of programmed work in a time efficient manner.
6) Undertake all work allocated by the Coordinator Waste or Cleansing (Whomever you are assigned) in a safe, efficient and effective manner.
7) Ensure all plant, vehicles and materials under his or her control are used properly on the job.
8) Signing off on store requisitions for internal purchase of personal protective clothing and material.

Decisions referred:

1) Tasks outside of the scope of the position
2) Any decision that is outside of the scope of the employee's work.
3) Financial / budget expenditure (exception for internal stores requisition)
4) Providing recommendations to the coordinator on ways to improve site management as well as methods of work/machinery that may benefit the program.

Key issues/challenges:

1) Providing high-quality service with limited resources
2) Completion of tasks and documentation within specified timeframes and budgets.
3) Strengthen a highly effective and harmonious team, whilst contributing to the development of a team approach in the delivery of Council services.
4) Ensuring a safe and non-hazardous working environment for all Council employees and the community.
5) Participating as an effective member of the team where appropriate provide leadership and supervision.
6) Understanding, establishing and assisting with the delivery of key priorities in the context of the team outcomes.
7) Coordinating and setting priorities
8) Being flexible and able to adapt to and accommodate changes to work priorities.

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Key working relationships:

- Waste & Urban Services Coordinators
- Contractors
- Other Staff members of Council
- Community / Residents
- Team Members
- Manager Waste and Cleansing
- Resource Recovery Coordinator
- Customer Service Officers & Leaders

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POSITION SPECIFICATION

This section needs to be addressed in any application for this position.

Addressing the essential and desirable selection criteria individually is highly recommended as it allows the selection committee to assess how you meet the criteria concisely. Applicants who do not meet the essential criteria will not be considered.

ESSENTIAL CRITERIA

Qualifications/Licences

- Current Drivers Licence
- Current Forklift License
- General Construction WHS Induction (White Card)
- Traffic control certificate (or willing to Obtain)

Experience

- Forklift experience with removing, loading & unloading
- Experience and ability to demonstrate excellent customer service
- Demonstrated experience and ability in leading and supervising teams
- Experience in operating and managing park and cleansing duties
- Experience in operating small plant and equipment
- Experience in keeping accurate records and updating online systems
- Demonstrated written and oral skills along with a competent level of knowledge in computers and their applications.

Knowledge and Skills

- Knowledge of Occupational Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Understanding of Council parks and cleansing and waste operations
- Ability to assess safety situations and take appropriate action
- Demonstrated written and oral communication skills
- Ability to undertake manual handling activities using appropriate techniques/skills
- Ability to develop and modify works programs and cleaning schedules to meet customer needs

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Previous experience using waste plant
- Implement traffic control devices
- Positive attitude to responsibilities and work hours
- Demonstrate a tolerance and understanding of the cultural diversity within the community
- Highly developed interpersonal skills, including effective negotiation skills, with the ability to resolve conflict situation
- Decision making and problem-solving skills
- Ability to work independently to provide excellent customer service

LIVERPOOL CITY COUNCIL

LIVERPOOL THE GREAT SOUTH WEST

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Our values:

Ambitious

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Courageous

Decisive

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