



Position Details

Position title:	Waste Customer Service and Innovation Lead
Award Classification:	Band 8
Department:	City Infrastructure
Division:	City Waste and Operations
Date Approved:	October 2026
Approved By:	General Manager, City Infrastructure

Organisational Relationships:

Reports To:	Head of Waste Operations
Supervises:	Waste Customer Services and Planning Officer, Waste Request Officer, Customer Service Lead, Litter Prevention Officer
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Lead the delivery and continuous improvement of customer experience, customer service, communications and engagement functions across Waste Services, ensuring services are responsive, customer-focused and aligned with Council objectives and community expectations.
- Lead the development and implementation of service improvement, business transformation and operational excellence initiatives that enhance customer outcomes, service performance, organisational effectiveness and continuous improvement across Waste Services.
- Provide strategic leadership and oversight of complex customer matters, business systems, service performance, customer insights and stakeholder engagement, ensuring informed decision-making, effective risk management and the achievement of organisational and community outcomes.

Key Responsibilities and Duties

- Lead the delivery and continuous improvement of customer experience, customer service, communications, service request management and business support functions across Waste Services.
- Develop and implement customer experience strategies, service standards, customer service frameworks and improvement programs that enhance community satisfaction, operational performance and service outcomes.
- Lead the management and resolution of complex, high-risk and politically sensitive customer complaints, escalations, service failures and stakeholder issues, ensuring appropriate investigation, stakeholder engagement, risk management and customer outcomes.
- Drive continuous improvement through the review and redesign of business processes, systems, procedures and service delivery models to improve customer outcomes, operational efficiency and organisational effectiveness.
- Lead the implementation of customer-focused Waste Transformation initiatives, including service optimisation projects, digital transformation activities, system improvements and service reforms.
- Provide leadership and governance for customer service systems, CRM platforms, service request processes, reporting frameworks and business support activities, ensuring consistent and effective service delivery.
- Monitor and analyse customer feedback, service performance, operational data and business intelligence to identify emerging issues, risks and opportunities for improvement and innovation.
- Develop policies, procedures, service standards, business cases, reports and recommendations that support informed decision-making, continuous improvement and organisational objectives.
- Lead the development and delivery of communication, education and behaviour change initiatives that support waste management objectives, service improvements and community participation.
- Provide strategic oversight of Waste Management Plan assessment processes and the ongoing review, maintenance and improvement of Waste Management Plan Guidelines in consultation with Planning and other relevant stakeholders.
- Manage budgets, procurement activities, contracts and resources within approved delegations, ensuring effective and accountable service delivery.
- Build and maintain productive relationships with internal and external stakeholders, influencing outcomes and supporting strategic service delivery and organisational objectives.
- Lead, coach and develop employees through performance management, workforce planning, succession planning and capability development, fostering a culture of accountability, collaboration and continuous improvement.

Accountability and Extent of Authority

- Accountable for the leadership and management of specialist customer experience, business improvement, waste planning and litter enforcement functions, operating within Council goals, policies and legislation, with outcomes that may have a substantial effect on the community
- Responsible for the management of employees, systems, projects, budgets, contracts and resources, with freedom to act within broad organisational goals, policies and budgets, where decisions may have a substantial effect on Waste Services operations and public perception of the organisation
- Accountable for the oversight and resolution of complex customer complaints, service failures and stakeholder matters where decisions may have a substantial effect on community outcomes and public perception of the organisation
- Responsible for developing and implementing customer experience strategies, service improvement programs and operational frameworks that may have a substantial impact on customer outcomes, service performance and organisational effectiveness.
- Operates with wide freedom to act within broad organisational goals, policies, strategic objectives and budgets, subject to periodic review by the Head of City Waste
- Provides specialist advice, recommendations and policy options to senior management to support strategic planning, service reform and organisational decision-making.

Judgement and Decision Making

- Exercise significant professional judgement in analysing and assessing an unspecified range of customer, operational, financial, legislative, political and organisational options, and in developing policy and service improvement recommendations to achieve effective service outcomes.
- Analyse complex customer, operational and business performance information to identify and evaluate an unspecified range of options, determine priorities and develop policy and service improvement recommendations for management consideration.
- Lead investigations into complex customer, stakeholder and service delivery issues and determine appropriate courses of action.
- Provide leadership and direction in resolving complex customer and stakeholder matters involving competing priorities, risks and organisational interests.
- Identify emerging risks, customer trends and service issues and implement corrective actions and improvement initiatives.
- Decisions and recommendations made by the position have a significant impact on customer satisfaction, service performance, organisational effectiveness, community outcomes and Council's reputation.

Specialist Skills and Knowledge

- Extensive knowledge of customer experience management, customer service delivery, complaint management and continuous improvement methodologies, together with an understanding of the legal, socio-economic and political environment in which Council operates
- Demonstrated expertise in business process improvement, service design, organisational change and customer-focused service delivery.
- Strong knowledge of CRM systems, customer request platforms, reporting frameworks, business intelligence tools and performance management processes.
- Demonstrated expertise in complaint management, customer escalation processes, dispute resolution and identifying root causes of service issues to develop sustainable service improvements and organisational solutions
- Strong understanding of waste management services, waste planning, resource recovery, waste education, local government service delivery and the political and community environment in which these services operate.
- Sound knowledge of governance, procurement, contract management, financial management, occupational health and safety and relevant legislative requirements.
- Highly developed analytical and investigative skills, including the ability to interpret complex customer and operational data and develop evidence-based recommendations.

Management Skills

- Demonstrated ability to lead, motivate and develop professional and specialist employees, and apply management skills to achieve organisational goals and objectives while fostering a culture of accountability, collaboration, innovation and customer focus.
- Highly developed strategic planning, workforce planning, project management and resource management skills.
- Ability to manage multiple priorities, competing demands and complex projects to achieve organisational goals and objectives within approved budgets and timelines.
- Demonstrated experience leading transformation programs, organisational change initiatives and service improvement projects.
- Strong budget management, contract management and procurement skills.

Interpersonal Skills

- Highly developed communication, negotiation and influencing skills, including the ability to gain commitment and cooperation from employees, customers, contractors and stakeholders.
- Demonstrated ability to negotiate and resolve complex customer, political and stakeholder issues while maintaining productive relationships and achieving organisational objectives.
- Exceptional written communication skills, including the preparation of reports, business cases, briefing papers, policy documents and strategic recommendations.

- Ability to communicate complex operational, customer service and performance information clearly and persuasively to a wide range of audiences.
- Ability to communicate complex operational, financial, compliance and customer service information clearly and effectively, and to persuade, influence and negotiate with a diverse range of stakeholders to achieve service and organisational outcomes.

Qualifications and Experience

- Degree qualification in Business, Public Administration, Management, Customer Experience, Communications, Environmental Management, Waste Management or a related discipline, together with extensive and diverse experience across customer service, business improvement, transformation and service delivery functions
- Demonstrated experience leading customer experience, customer service, business improvement or service delivery functions within local government or a comparable service environment.
- Demonstrated experience leading teams and delivering organisational change, transformation or continuous improvement initiatives.
- Demonstrated experience managing complex customer complaints, escalated stakeholder matters and service delivery issues.
- Experience developing service strategies, policies, business cases, performance frameworks and service improvement programs.
- Demonstrated experience managing budgets, contracts, projects, risks and organisational performance.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Demonstrated experience leading customer experience, customer service, business improvement or service delivery functions within a complex service delivery environment, including the management of service performance and organisational outcomes.
- Proven ability to lead, develop and support high-performing teams, fostering a culture of accountability, customer focus, continuous improvement and innovation.
- Demonstrated experience managing complex, high-risk or politically sensitive customer complaints, stakeholder issues and service delivery matters, including conducting investigations, managing risks and implementing sustainable service improvements.
- Highly developed strategic, analytical and problem-solving skills, with the ability to utilise customer, operational and business performance data to inform decision-making, service planning and continuous improvement initiatives.
- Highly developed communication, stakeholder engagement and influencing skills, together with demonstrated experience leading change, business transformation, service improvement initiatives and organisational projects in a complex environment.



Position Description

PD Waste Customer Service and Innovation Lead October 2026

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

Our values

Working together
Performance

Creative and strategic thinking
Courage and integrity

Personal growth
Accountability, Community First