



Position Details

Position title:	Litter Prevention Officer
Award Classification:	Band 5
Department:	Waste and City Maintenance
Division:	City Infrastructure
Date Approved:	October 2026
Approved By:	General Manager City Infrastructure

Organisational Relationships:

Reports To:	Coordinator Waste Services
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors, other council operations
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Improve community amenity and environmental outcomes through the prevention, investigation, and management of littering and illegal dumping activities.
- Support the implementation, review and continuous improvement of programs and services relating to public place litter bins, dumped rubbish, hard waste and litter prevention.
- Promote responsible waste disposal behaviours through education, engagement, compliance, and enforcement activities that encourage community participation and reduce illegal dumping.
- Work collaboratively with residents, businesses, contractors, and internal stakeholders to address littering, illegal dumping, and broader amenity issues across the municipality to enhance public amenity.

Key Responsibilities and Duties

- Investigate litter, waste and dumped rubbish issues and provide recommendations to improve service delivery, operational procedures and public place litter bin management.
- Conduct patrols, inspections, investigations, and enforcement activities to address littering, illegal dumping, and related amenity issues.
- Educate and engage residents, businesses, and stakeholders identified as misusing waste services to promote responsible waste disposal practices and reduce littering, illegal dumping, and bin contamination.
- Support the delivery, review and continuous improvement of Hard Waste and Dumped Rubbish services, including responding to customer requests and identifying opportunities to improve service delivery.
- Collaborate with internal teams, contractors, and external agencies to effectively resolve litter, and illegal dumping issues.
- Review information relating to littering, illegal dumping and service requests and provide recommendations to support service improvements.
- Develop and implement guidance, education and support strategies to prevent littering and illegal dumping, including initiatives that optimise the use, management and effectiveness of public place litter bins.
- Other duties as appropriate that improve amenity and environmental outcomes, and address community concerns related to local amenity

Accountability and Extent of Authority

- Provide advice and direction to residents, visitors and businesses regarding compliance with waste, litter and illegal dumping requirements in accordance with legislative and Council requirements.
- Investigate and respond to litter, illegal dumping and waste compliance matters in accordance with relevant legislation, Council Local Laws and established procedures.
- Exercise delegated authority as an Authorised Officer in accordance with Council policies and procedures.
- Represent Council, as required, in legal proceedings arising from compliance and enforcement matters and provide evidence relating to investigations and enforcement actions undertaken in the role of Authorised Officer.
- Decisions and actions taken by the position may have a significant impact on residents, businesses and property owners through the application of education, compliance and enforcement measures, with decisions subject to review and appeal.
- Determine and implement appropriate actions to resolve littering and illegal dumping matters, including education, compliance and enforcement responses within delegated authority.
- Be accountable for the quality, accuracy and timeliness of investigations, record keeping, enforcement actions and reports.

Judgement and Decision Making

- Apply legislation, policies and procedures to determine appropriate education, compliance or enforcement responses.
- Assess evidence, investigate issues and recommend practical solutions.
- Resolve routine and occasionally complex matters using professional judgement and relevant experience.
- Seek guidance from senior officers where matters are complex, high-risk or outside delegated authority.

Specialist Skills and Knowledge

- Knowledge of Local Government legislation, Local Laws and enforcement processes relevant to litter and illegal dumping.
- Understanding of investigation techniques, evidence gathering and compliance activities.
- Knowledge of litter prevention and behaviour change principles.
- Ability to interpret and apply legislation, policies and procedures to practical situations.
- Proficiency in Council information systems (One Council) and Microsoft Office applications.

Management Skills

- Ability to effectively manage time, prioritise tasks and achieve objectives within set timeframes.
- Ability to work independently while contributing positively to team outcomes.
- Well developed planning and organisational skills.

Interpersonal Skills

- Strong verbal and written communication skills.
- Ability to gain cooperation from residents, businesses, community groups and Council staff.
- Well developed conflict resolution and customer service skills, with the ability to gain cooperation and assistance from residents, businesses and stakeholders.
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- Ability to represent Council professionally in a range of community and regulatory settings.

Qualifications and Experience

- Degree, Diploma or Certificate in Environmental Management, Sustainability, Compliance, Community Education, Regulatory Services or a related field; or an equivalent combination of qualifications, skills and relevant experience.
- Demonstrated experience in compliance, enforcement, investigation, community engagement or behaviour change programs.
- Experience interpreting and applying legislation and regulatory requirements.

Mandatory Requirements

- Victorian Driver Licence and VicRoads Licence verification

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 ability to communicate effectively with customers, businesses, community members and stakeholders, including the ability to educate, gain cooperation and manage challenging conversations.
- Demonstrated ability to investigate issues, gather and assess information, exercise sound judgement, and develop practical solutions to achieve positive outcomes.
- Proven ability to interpret and consistently apply policies, procedures, legislation, or regulatory requirements, including maintaining accurate records and following established processes.
- Well-developed customer service skills, with the ability to respond professionally to complaints, resolve issues, and manage sensitive or complex situations.
- Demonstrated ability to build and maintain effective working relationships with internal and external stakeholders and work collaboratively to achieve agreed outcomes.
- Ability to review information, prepare reports and recommendations, and contribute to continuous improvement of services and operational practices.

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.