



Position Details

Position title:	Senior Waste and Contracts Specialist
Award Classification:	Band 8
Department:	Waste and City Maintenance
Division:	Operations and Infrastructure
Date Approved:	March 2026
Approved By:	General Manager Operations and Infrastructure

Organisational Relationships:

Reports To:	Head of Waste Operations
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Community members and groups, traders, state government agencies, Statutory Authorities, service providers and Contractors.

Position Objectives

- Work closely with the Head of Waste Operations to oversee and manage the waste services contracts.
- Lead contract monitoring, reporting and compliance for waste management operations, as well as contract procurement.
- Implement, review and improve Council waste contracts and services to maximise diversion of waste from landfill, improve service efficiency and drive customer service outcomes.
- Lead and deliver strategic kerbside reform projects including service optimisation projects, contract performance and gainshare arrangements, and customer service improvements.
- Promote Council waste services and deliver programs to foster sustainable waste management behavioural change and environmental education.
- Drive management of waste streams, including hard waste and illegal dumping, and chair multidisciplinary internal collaborations to address current and emerging issues and trends.



Key Responsibilities and Duties

- Work in close partnership with the Head of Waste Operations to oversee, manage and continuously improve Council's waste services contracts, ensuring delivery of agreed customer service outcomes, environmental performance, legislative compliance and value for money.
- Lead contract management, monitoring and reporting for all waste collection and processing services, including the development and implementation of performance frameworks, KPIs, incentives, gainshare arrangements and continuous improvement initiatives.
- Lead and manage procurement activities for waste-related contracts, including the development of tender specifications and contract documentation, participation in evaluation processes, and oversight of contract award and implementation.
- Proactively manage contractor transitions to ensure continuity of service, effective risk management and minimal impact on customers and stakeholders.
- Drive the implementation, review and optimisation of kerbside and other waste services to maximise diversion from landfill, improve operational efficiency and enhance customer experience, in line with Council's Waste Strategy.
- Lead and deliver strategic waste reform and service optimisation projects, including contract performance improvement initiatives, service model reviews and customer service enhancements.
- Align waste services initiatives, projects and contract outcomes with Council's Waste Strategy and broader sustainability objectives, ensuring measurable progress against strategic targets.
- Support the development, implementation and review of waste management programs and policies, including Council's Waste Strategy and associated action plans.
- Promote Council's waste services, support and enable the delivery of waste education, behaviour change and community engagement programs to increase awareness, participation and diversion outcomes.
- Liaise and collaborate with internal stakeholders, contractors, government agencies, industry bodies and community groups to support service delivery, policy development and program implementation.
- Responsible for the timely management and completion of customer, councillor and executive team requests and complaints relating to waste services and contractor performance, ensuring timely resolution and continuous service improvement.
- Develop, implement and regularly communicate progress on waste services projects, initiatives and performance to internal and external stakeholders.
- Maintain up-to-date knowledge of relevant legislation, industry best practice, emerging technologies and innovations in waste management and resource recovery.
- Represent Council in relevant external networks, working groups and forums to support collaboration, knowledge sharing and advocacy.
- Undertake other duties as required to support the effective operation and management of the waste services function.



Accountability and Extent of Authority

- Determine and continuously improve contract management methods and service delivery approaches within Council policies and budgets, in consultation with the Head of Waste Operations and executive Manager Waste & City Maintenance
- Ensure accuracy, quality and timeliness of advice and reports to Council and community, with measurable performance standards
- Exercise judgement and drive innovation in developing service and education programs with organisation-wide impact
- Freedom to act within budget and policies where decision may have substantial impact on the organisation
- Provide specialist advice that shapes strategic contract decisions and supports the development of Council policies and frameworks

Judgement and Decision Making

- Lead Day-to-day contract decisions, resolving complex issues to maintain service continuity and performance
- Ensure contractor performance and compliance with Council's contract management framework, applying specialist judgement where interpretation is required
- Apply procurement policy and recommend improvements to address market or risk changes
Manage project and program budgets in line with approved allocations, applying professional judgement to resolve budget-related issues
- Define the processes, methods and direction for waste and education programs, identifying and analysing issues and emerging trends, and implementing effective solutions to improve service outcomes
- Identify and evaluate new or changing contract requirements, recommend preferred options, and secure approvals
- Ability to work independently and make informed decisions as guidance is not always available

Specialist Skills and Knowledge

- Significant experience in waste/environmental management and procurement best practice
- Sound knowledge in writing and applying waste services specifications for tender documentation
- Sound knowledge of budgeting and financial procedures
- Significant experience in contract monitoring, management and reporting
- High level stakeholder management and customer service skills
- High level conceptual, analytical and problem-solving skills
- Significant understanding of waste management, the community impact and political context



Management Skills

- Deliver contract and project outcomes within approved budgets and timeframes, ensuring decisions support service quality and organisational objectives.
- Build and maintain strong working relationships with community members, Council staff and contractors, and effectively influence decisions and outcomes across a broad range of internal and external stakeholders.
- Proven capability to collaborate across multidisciplinary teams while supervising staff and managing workloads to meet operational needs
- Ability to manage own time despite conflicting pressures and adhere with deadlines, work autonomously and display initiative in a varied position
- Subject matter expert on waste contracts, providing sound advice to internal and external stakeholders, managing risk and providing solutions

Interpersonal Skills

- Demonstrate excellent verbal and written communication skills, with the ability to present complex information clearly to technical and non-technical audiences and to influence executive, community and political stakeholders through well-reasoned options and recommendations.
- Ability to persuade, negotiate and influence a wide range of stakeholders including Council management, operational staff, service providers and community members
- Ability to liaise with equivalent colleagues in other organisations to discuss specialist matters, and with Council staff in other departments to resolve problems

Qualifications and Experience

- Degree or diploma in contract management, environmental or waste management or lesser formal qualifications with extensive and diverse experience in waste management or a similar field.
- Demonstrated experience in major, complex procurement and tendering.
- Demonstrated experience in managing complex contracts, including performance monitoring and reporting, and applying portfolio-level performance frameworks such as KPIs, incentives and gainshare arrangements to drive service improvement.
- Demonstrated experience in delivering and enhancing service outcomes that support Council's strategic objectives and drive measurable improvements for the community.

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

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

- Degree qualification in environmental management, waste management, engineering, procurement or a related discipline, or lesser formal qualifications with extensive and diverse experience delivering strategic waste services and contract management outcomes in a local government or similarly complex environment.



- Demonstrated senior-level experience in managing high-value, complex service contracts, preferably within waste and resource recovery, including setting strategic performance frameworks, KPIs, incentives, compliance regimes and leading continuous improvement to deliver agreed service, environmental and value-for-money outcomes.
- Proven experience leading end-to-end procurement for major contracts, preferably waste, including development of market-ready tender documentation, participation in probity-compliant evaluations, commercial negotiation and oversight of contract mobilisation and transition at scale.
- Demonstrated capability to lead and deliver strategic waste service reform and optimisation initiatives.
- Highly developed strategic leadership, stakeholder management and communication skills, with demonstrated experience influencing internal executives, managing contractor performance, coordinating cross-departmental initiatives and responding to complex, high-risk customer, Councillor and executive matters.
- Authoritative knowledge of waste and environmental legislation, regulatory frameworks and industry best practice, with demonstrated experience managing operational risk, compliance, and continuous improvement informed by innovation and emerging technologies.

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.