



Position Details

Position title:	Supervisor Waste Management
Award Classification:	Band 6
Department:	Waste and City Maintenance
Division:	Operations and Infrastructure
Date Approved:	
Approved By:	Executive Manager Waste and City Maintenance

Organisational Relationships:

Reports To:	Head of Waste Operations
Supervises:	Waste Services Officers, Residential Bin Services team, Resource Recovery Centre (RRC) staff, and Litter Bin collection team
Internal Stakeholders:	Head of Waste Operations, operational teams, supervisors and managers.
External Stakeholders:	Residents, contractors, suppliers, emergency services, and members of the public

Position Objectives

- Supervise operational teams delivering Council's public litter bin collection, bin delivery and repair, and Resource Recovery Centre services to ensure services are delivered safely, efficiently, and in line with service level expectations.
- Drive a constructive, respectful, and accountable team culture setting clear expectations that encourages collaboration, effective communication, and supports continuous improvement across all supervised waste operations.
- Manage the day-to-day operations of the South Melbourne Resource Recovery Centre in accordance with Council policies and service standards whilst ensuring compliance with environmental, OH&S, and legislative requirements

Key Responsibilities and Duties

- Supervise operational teams delivering on Council's waste strategies and priorities, with respect to public litter bin collection, bin delivery and repair, and Resource Recovery Centre services to ensure services are delivered safely, efficiently, and in line with service level expectations.
- Daily coordination and supervision of waste operations staff, including work allocation, rostering, training, performance, and associated administrative activities (e.g. payroll, annual performance plans).
- Drive a constructive, respectful, and accountable team culture setting clear expectations that encourages collaboration, effective communication, and supports continuous improvement across all supervised waste operations.
- Manage the day-to-day operations of the South Melbourne Resource Recovery Centre to ensure compliance with environmental, OHS, and legislative requirements, while maintaining strong customer service standards.
- Collaborate with internal teams, contractors, suppliers, and the community to support the delivery of Council priorities, including the Don't Waste It! Waste Management Strategy and State Government reforms.
- Coordinate financial, procurement, and operational functions related to bin delivery and repair, including program budgeting, bin inventory, and procurement. Oversee contractor engagement and ensure all cash handling processes at the South Melbourne Resource Recovery Centre comply with Council policies and audit requirements.
- Respond to and resolve complex customer service requests, operational incidents, and complaints in a timely and professional manner, and ensure accurate records are maintained in Council systems to support reporting, performance monitoring and compliance.

Accountability and Extent of Authority

- Authorised to make operational decisions in line with defined objectives and procedures, and escalates more complex issues to the Head of Waste Operations as required.
- Accountable for safe, timely, and compliant service delivery across supervised waste functions.
- Responsible for ensuring staff adhere to required operational procedures and safety practices at all times.
- Accountable for resource rostering, incident response, and appropriate resolution of service-level breaches.

Judgement and Decision Making

- Makes day-to-day supervisory decisions across waste operations in accordance with Council policies, operational procedures, safety standards, and service delivery expectations.
- Prioritises tasks and allocates resources to meet daily demands and respond to unplanned issues.
- Resolves customer-facing and operational problems within defined guidelines, referring more complex issues to the Head of Waste Services when required.
- Makes timely and well considered decisions under pressure, particularly in high-traffic or time-sensitive situations ensuring service continuity and safety.

Specialist Skills and Knowledge

- Sound understanding and practical experience in at least one of the following areas: resource recovery centre operations, bin delivery and repair, or public litter bin collection, with the capability and willingness to develop expertise across all service areas.
- Thorough understanding of occupational health and safety requirements, site compliance obligations (including EPA and audit standards), and risk management practices across waste services.
- High-level ability to interpret and apply regulations, procedures, and support continuous improvement initiatives that align with Council's strategic waste objectives.
- Proficiency in using enterprise asset and service management systems (e.g. OneCouncil, in-cabin technology, reporting platforms), to extract, interpret, and report on operational data and identify service improvements.
- Sound knowledge of service logistics, route planning, and waste collection technologies to support the efficient coordination of teams and resources.

Management Skills

- Ability to manage own time and plan and organise the work of a diverse outdoor workforce, in line with the objective of fostering a constructive, respectful, and high-performing team culture.
- Strong planning, rostering, and resource coordination skills and ability to build a culture of safety, collaboration, and accountability.
- Ability to drive performance through coaching, feedback, and inclusive team practices.
- Proficiency in monitoring performance and implementing improvements in service delivery.

Interpersonal Skills

- Strong interpersonal and communication skills, including the ability to engage constructively with staff, contractors/labour hire resources, and the community in a customer-focused operational environment.

- Strong conflict resolution skills, including in public-facing scenarios, with a focus on promoting a positive team culture and collaborative working environment by building and maintaining effective and trustworthy relationships with staff, contractors, and the public.
- Well-developed written and verbal communication skills with demonstrated ability in preparing reports, providing service updates, and operational summaries for the service unit.

Qualifications and Experience

- Relevant qualification in waste management or related field or extensive prior experience in a waste operations environment leading outdoor teams and managing service delivery.
- Strong knowledge and understanding in applying OH&S, environmental, and compliance requirements in operational waste settings.
- Proficiency in using enterprise asset and service management systems (e.g. OneCouncil, in-cabin technology), including accurate data entry, analysis and reporting.
- A current Victorian Driver's Licence.

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

- Demonstrated experience in the supervision of waste management operations, with a strong focus on building respectful, collaborative, and high-performing team culture.
- Strong operational knowledge of waste services, including litter collection, bin management, and/or Resource Recovery Centre operations, with a commitment to regulatory compliance and service quality.
- Proficiency in planning, rostering, and supervising daily operations, including oversight of staff administration, performance monitoring, and contractor/labour hire coordination.
- Well-developed communication and interpersonal skills, including the ability to resolve customer concerns and support team collaboration in public-facing environments.
- Proven ability to use sound judgement and apply problem-solving skills to manage logistics, respond to service disruptions, and drive operational improvements to systems and 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.