



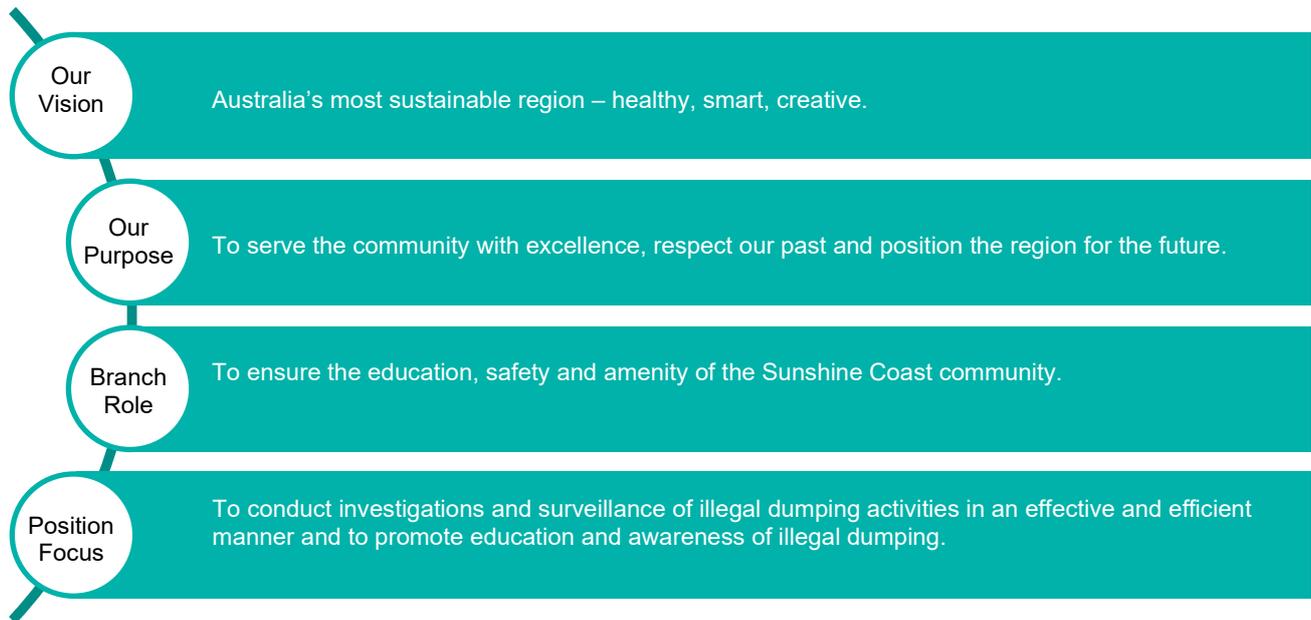
## Position Profile

70100039 – Illegal Dumping Officer – Customer Response

### About Council

The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council’s 2021-2025 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.



### Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

**Respect for each other** in our working relationships

**Being our best** by continuing to learn, grow, challenge and change

**Working as one team** across the organisation and with our community

**High standards** in our conduct, service and governance

**Service excellence** for our customers and each other

## Our Corporate Plan Goals

1. **Our Strong Community** - Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.
2. **Our Environment and Liveability** - Our natural assets, healthy environment and liveability credentials are maintained and enhanced.
3. **Our Resilient Economy** - Our resilient, high-value economy of choice drives business performance, investment and enduring employment.
4. **Our Service Excellence** - Our services are consistent and accessible and provide positive experiences for our customers and value to our community
5. **Our Outstanding Organisation** - Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.

## Position Summary

<b>Position title</b>	Illegal Dumping Officer – Customer Response		
<b>Position number</b>	70100039		
<b>Reports to</b>	Supervisor Infringements and Reviews		
<b>Position type</b>	Temporary		
<b>Position Classification</b>	Award Based – Queensland Local Government Industry Award (Stream A) – State 2017 – Level 3		
<b>Group</b>	Customer Engagement and Planning Services		
<b>Branch</b>	Customer Response		
<b>Team</b>	Response Services		
<b>Employment area</b>	Sunshine Coast	<b>Current Location</b>	Caloundra Depot
<b>Team leadership/ supervision</b>	Not applicable		
<b>Internal liaison</b>	Manager, Team Members, Councillors and other Council employees		
<b>External liaison</b>	General community, other government agencies, Local Governments Authorities, businesses, community groups and Community Members		
<b>Delegations</b>	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
<b>Date last reviewed</b>	10 June 2021		

## Key Responsibilities

- Actively contribute to an effective and efficient illegal dumping investigations program to ensure compliance with the *Waste Reduction and Recycling Act 2011* and Sunshine Coast Regional Council Local Laws
- Investigate illegal dumping incidents within the Sunshine Coast Council area in a timely and efficient manner
- Accurately interpret legislation and prepare professional correspondence and records
- Work with relevant stakeholders to identify key areas of concern and undertake proactive monitoring
- Conduct active patrols and undertake surveillance of identified illegal dumping hotspots to ensure the collection of relevant evidence
- Undertake interviews with witnesses and persons of interest in relation to illegal dumping incidents
- Take enforcement action against offenders of illegal dumping incidents
- Organise clean-ups of illegal dumping sites
- Prepare statements, summary of facts and briefs of evidence for Court in liaison with relevant Response Services Team and council's legal representatives
- Attend and provide evidence in Court as necessary

- Provide detailed reports, when required, to supervisors on particulars related to illegal dumping activities
- Assist to identify trends and changes in illegal dumping across the Sunshine Coast Region
- Establish and maintain productive working relationships with internal and external stakeholders to ensure successful program outcomes
- Participate and assist in waste education workshops with relevant stakeholders
- Provide education and advice to deter illegal dumping
- Meet obligations under the Work Health and Safety Act
- Ensure personal safety and the safety of others by following council policies and procedures, cooperating with all reasonable instructions and actively participating in all health and safety training and consultation
- Responsible for the compliant capture and secure use of public records in line with Sunshine Coast Council Records Management Policy during the conduct of daily business.
- Participate in the development of a healthy and safe workplace. Embracing initiatives, information and training and incorporating safety into all daily activities. Demonstrate safe work behaviours, abiding by procedures, identifying and reporting hazards, and contributing to all aspects of a safe workplace culture.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

## Key Requirements

### Mandatory Requirements / Experience

- Experience in investigations, statutory compliance or equivalent
- Strong communication and customer service skills with demonstrated ability to prepare standard business correspondence, respond to requestes requiring initiative and sound judgment to guide customers and resolve problems often requiring tact, diplomacy and sensitivity
- Demonstrated ability to work independently and as part of a team
- Demonstrated ability to effectively plan and establish priorities, monitor workflows and ensure relevant timeframes are met
- Satisfactory completion of a pre-employment medical assessment
- Current "C" class Driver's Licence
- You must comply with any applicable current or future Qld Government Public Health directive for vaccination requirements.

### Desirable Requirements / Experience

- Certificate IV or above in Government Investigations (Regulatory Compliance)
- Training in Asbestos Awareness or equivalent
- Experience in the collection and management of evidence
- Extensive experience in investigations, compliance and enforcement
- Extensive experience in the preparation of Court documentations and the presentation of evidence in Court
- Proven technical proficiency in the set-up and monitoring of surveillance equipment

### Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across council work locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪  
Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪  
Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

---