

POSITION DESCRIPTION

Position: Waste Community Engagement Specialist
Team: Waste Minimisation and Solid Waste
Group: Asset Management
Responsible To: Waste Planning Manager
Responsible For: Nil
Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities.

Excellence in performance from the organisation as a whole and from individuals is needed.

Hastings District Council's Waste Team is responsible for delivering a significant programme of work to improve the way waste, recycling and resource recovery services are developed and delivered across the region working towards the NZ Waste Strategy vision of a circular economy by 2050. Our work is underpinned by the Joint Waste Management and Minimisation Plan (WMMP).

The waste team is a dynamic part of the HDC asset management group with 25+ staff members. The team is responsible for the following functions;

- Waste minimisation activities; including education and behaviour change programmes
- Strategic waste planning and management
- Contract Management of kerbside rubbish and recycling collections
- Operation of the Henderson Road Refuse Transfer Station and rural recycling stations
- Operation of the Ōmarunui Landfill
- Closed Landfill management

Purpose of Position

This role is part of the Asset Management Group. The Group includes Waste and Data Services, Parks and Properties Services, Transportation and 3 Waters. This role works in close partnership with the Marketing & Communications team to drive behavioural changes that support WMMP objectives and targets.

The purpose of this position is to support the Council with implementing the WMMP through effective community engagement that is consistent with Waste Minimisation Act and NZ Waste Strategy by:

- Managing Council waste minimisation grants, including overseeing the application process, responding to enquiries from applicants, writing recommendation reports and accountability processes.
- Lead the development of communication, educational and behaviour change material that is in line with the team's needs and Council's brand guidelines.
- Positively influence waste minimisation at events across the Hastings district.
- Working in partnership with the Marketing & Communications team, develop and maintain relationships with communities of interest to achieve increased engagement with waste education messaging.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.

- Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
- Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Waste Minimisation Fund

- Provide accurate and user-friendly advice to potential and confirmed grant applicants and liaise with applicants to seek any further information required.
- Manage and process all funding applications for HDC's Waste Minimisation Fund in line with the approved funding framework. Assessments are undertaken on time and using the prescribed criteria.
- Provide support for incoming School Waste Minimisation Fund applications.
- Follow up with funding recipients to obtain the required reporting.
- Monitor funding framework for success and recommend/implement improvements as required in line with the WMMP and national legislative changes.
- The grants sub-committee is provided with accurate and evidenced advice and information to enable good decision making.
- Grant applicants receive allocated funding in a timely manner and requests are received from the grant recipients in the required timeframe.

Waste education programmes – marketing & communications

Working in conjunction with the Marketing and Communications team and the wider Waste Team:

- Lead and coordinate the development of communications and promotional material that will educate and inform commercial sectors and residents about local waste services and facilities and national waste minimisation programmes HDC are involved in.
- All communication approaches apply behaviour change tools and techniques community engagement is carried out in a manner that is culturally appropriate enabling the messages to reach targeted communities in required timeframes (understand and anticipate the needs of our customers and tailor solutions to meet these).
- Lead the review and updating of existing collateral, resources and webpages to ensure all information remains current. Manage waste collateral to ensure adequate stock levels maintained and collateral distributed as required. Includes monitoring displays in the customer services area, libraries and other external organisations.
- Participate in community education activities, e.g. develop stands for public displays and making yourself available to work alongside other team members at community events such as home shows.

- With support from the Communications and Marketing team and Waste Planning Manager, create and implement communications and engagement plans and content to support the waste minimisation team's projects and initiatives.

Event Waste Minimisation

- Support community groups and event organisers by providing advice to enable them to explore and establish appropriate waste minimisation and diversion opportunities which increase resource recovery for community events. Providing technical and practical event waste minimisation support to event organisers (external and internal). This may include:
 - Event waste station set-up and pack-down
 - Community education activities
 - Coordination/supply/installation of waste branded items/displays.
- Manage the co-ordination of HDC event waste minimisation bins including bookings, returns, audits, repairs, and ordering of new/replacement items.
- Train volunteers and event staff on correct processes for waste stations.
- Provide input and support to HDC Events Manager for larger Council supported events to ensure waste minimisation is seen as an important, achievable, and positive outcome for their event.

Note: given the nature of the events sector this may include evenings and weekend work, recognised as per employment contract terms.

Build strong business and community networks

- Develop strong networks by building collaborative relationships with event organisers, community groups, funding applicants and other organisations working on resource recovery. Identify and act on ways to improve these networks.
- Participate and contribute to forum discussions and regional collaboration opportunities with the Waste Management Institute of New Zealand (WasteMINZ), Ministry for the Environment (MfE), industry sector groups, other Councils, the Community Recycling Network and other waste related organisations and associations.

Waste Services and Facilities

- Managing contracts for service on behalf of the waste minimisation team related to event waste minimisation and approved funding applications.
- Work with waste team members to assist in the management and operation of Council controlled waste and waste minimisation facilities and services.
- Participate in the delivery of Council waste services such as the hazardous household chemical collection and triennial SWAP surveys.
- Actively participate in projects which will bring resource recovery improvements to our region.

Customer Service Support

- Respond to enquiries, complaints and public correspondence in accordance with Council's policy.
- Provide written material to very high standards.
- Effectively and professionally advocate Council's views and policies at working groups,

- conferences and forums.
- Champion and provide a culture of exemplary service to customers of the Waste Team and Hastings District Council.
- Seek opportunities to positively showcase Council’s waste services and facilities to inform key audiences of the actions Council is taking to minimise waste to landfill.

Reporting

- Collate and maintain data on waste composition and quantities from all events that have used HDC event recycling bins.
- Follow up with funding recipients to obtain the agreed reporting.
- Monitor and evaluate services and education programmes for success and recommend/implement improvements or enhancements as required.
- Prepare and present reports (including data and statistics) to Council and/or Council committees as required.
- Report to the Waste Planning Manager on key performance indicators, project and programme deliverables and milestones.

Financial Management

- Responsible for delivery of projects within budgets allocated and obtain quotes in line with HDC’s procurement policy.
- Become familiar with levy budget responsibilities and projects, and other waste minimisation budget/activities.
- Prudent management of a local waste levy contestable fund and team budgets including purchase order and invoicing processing.

Important Functional Relationships

External

Mana whenua partners
 Funding applicants
 Napier City Council – Staff & Councillors
 Event promotors/managers
 Members of the public
 Schools/Colleges
 Clubs and Societies
 Businesses/charities/ Trusts
 HB Tourism
 Other TLAs and regional councils
 Contractors
 Consultants
 Waste MINZ (including Sector Groups)
 Members of the waste, recycling, resource recovery and sustainability groups and organisations

Internal

Waste Team
 Communications Team
 Events Team
 HDC-Management/Officers
 Asset Management staff
 Customer Services Team
 Council Project Teams
 Group Managers
 Councillors

Committees/Groups

Joint Waste Futures Committee
 Ōmarunui Landfill Committee
 Operations and Monitoring Committee
 Rural Community Board
 Hastings District Council
 Any other committee as required

Person Specification

Qualifications

- A relevant University Degree and/or education to tertiary level with several years' experience in resource recovery.
- Current full driver's license.

Knowledge/Experience

- Strong demonstrable knowledge of and experience in:
 - Waste minimisation - 3-5 years' experience in a related role
 - Waste Management Act 2008 and the New Zealand Waste Strategy
 - Project management
 - Community engagement
 - behaviour change tools and techniques.
 - Basic marketing skills
 - Sound knowledge awareness and understanding of current waste management and minimisation techniques and practices
- Relevant professional work experience within a local body organisation is desirable but not essential.
- Computer skills and experience with MS applications. Experience in database applications would be advantageous.
- Previous experience within the waste management field would be an advantage.
- Ability to organise events and community workshops.
- Public speaking and presentation skills.

Key Personal Competencies

- Ability to work independently or as part of a team to produce agreed deliverables.
- Willingness to adapt and work collaboratively with others to enhance and/or develop team performance.
- Enable innovation and improvement – encouraging self and others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Proactive, well organised and focused on results.
- Accountable – is aware of outcomes sought and promotes a performance culture.
- Committed to Council and the community.
- Customer orientated – promotes a customer-oriented culture, including the ability to build strong relationships with key stakeholders including colleagues, ratepayers and suppliers.
- Takes responsibility and accountability for own actions and day to day decision making.
- Strong interest in/understanding of events industry.
- Excellent written communication skills, including short and long-form content development.

Personal Attributes

- Is committed and self-motivated.
- Honesty and integrity.
- Good listener with a positive and 'can do' attitude.

- Maintains cultural awareness and keeps up to date with issues affecting the community.
- Positive and constructive attitude.
- Sets high standards of performance for self.