

Commercial Waste Education and Engagement Officer (FOGO)

Department	Commercial Waste Education & Engagement Officer (FOGO)
Division	Environment & Planning
Location	Drummoyne Civic Centre
Classification/Grade/Band	Grade 10
Position Code	CB0858
Date position description approved	August 2026

Council overview

The City of Canada Bay is a vibrant and diverse local government area, shaped by the energy, pride and potential of its community. Council is committed to delivering responsive services, sustainable outcomes and programs that support a liveable, inclusive and resilient city.

Primary purpose of the position

The Commercial Waste Education & Engagement Officer will support the successful implementation and ongoing delivery of Council's commercial Food Organics and Garden Organics (FOGO) service.

The role will provide targeted education, engagement and implementation support to commercial businesses to assist them in understanding their FOGO service requirements, correctly separating food and garden organics, and reducing contamination.

The position will work closely with commercial businesses, waste service providers and internal Council teams to identify and address barriers to participation, improve service outcomes and support compliance with relevant NSW Government FOGO requirements.

A key focus of the role will be contamination prevention and reduction, recognising that poor contamination levels may result in rejected loads, increased processing and operational costs, and other financial impacts for Council.

Key accountabilities and responsibilities:

Commercial FOGO education and engagement

- Develop and deliver targeted education, communications and engagement activities to support commercial FOGO implementation and ongoing participation.
- Engage directly with commercial businesses to explain service requirements, correct waste separation practices and practical actions to reduce contamination.

- Conduct business visits, information sessions, workshops and other engagement activities as required.
- Build positive working relationships with businesses, industry stakeholders, waste contractors and relevant community organisations.

Contamination reduction and service improvement

- Monitor, investigate and reduce contamination within the commercial FOGO waste stream, including identifying causes and recurring issues.
- Provide targeted feedback, education and corrective support to businesses where contamination or service issues are identified.
- Work with Council teams and service providers to improve the effectiveness, efficiency and quality of the commercial FOGO service.
- Monitor project milestones, participation data, performance indicators and outcomes, and prepare reports, briefings and updates as required.

Administration, reporting and compliance

- Maintain databases, records and documentation relating to commercial FOGO engagement, participation, contamination trends, follow-up actions and outcomes achieved.
- Evaluate the effectiveness of education and engagement activities and prepare correspondence, reports, presentations and other documentation as required.
- Undertake all activities in accordance with Council policies, procedures, legislation and relevant workplace health and safety requirements.

Essential criteria

- Relevant tertiary qualification in environmental sustainability, waste management, communications, community engagement, education, project management or a related discipline, or demonstrated equivalent experience.
- Demonstrated experience in community, business or stakeholder engagement, preferably within waste, sustainability or environmental programs.
- Demonstrated understanding of waste management principles, recycling, resource recovery and/or circular economy practices.
- Experience developing and delivering education, engagement or behaviour-change initiatives.
- Experience identifying issues, developing practical solutions and following through on agreed actions.
- Strong verbal and written communication skills, with the ability to communicate technical or regulatory information clearly to a non-technical audience.
- Ability to confidently engage with commercial businesses and address challenging or sensitive waste-related issues.
- Strong organisational and time-management skills, with the ability to manage competing priorities independently.

- Ability to collect, analyse and interpret information to identify trends and inform engagement strategies.
- Proficiency in Microsoft Office and relevant databases or customer management systems.
- Current Australian Class C driver's licence and ability to undertake field-based engagement activities across the local government area.
- Adaptability and willingness to work flexible hours where required for business engagement activities and events.

Key challenges

- Engaging a diverse commercial sector with different levels of knowledge, capacity, waste generation profiles and operational constraints, requiring tailored education and engagement approaches.
- Supporting businesses to change existing waste disposal practices and consistently separate food organics correctly will require ongoing education, follow-up and relationship building.
- Maintaining a high-quality commercial FOGO stream will require proactive identification of contamination issues, timely intervention and ongoing monitoring.
- Managing competing business priorities - operational, financial and space constraints that affect business ability or willingness to participate effectively in the service.
- Managing stakeholder expectations and ensuring the commercial FOGO service meets Council's operational and regulatory requirements.
- Working across multiple stakeholders and coordination between Council teams, contractors, businesses and other external stakeholders.
- Delivering outcomes within a fixed-term role
- Managing poor participation or contamination - the role will play an important preventative function by addressing issues at source and supporting businesses to use the service correctly.

Key internal relationships

Who	Why
Resource Recovery Program Manager	Direct supervisor and day-to-day point of contact. Provides direction, oversight, and support on FOGO program delivery and community engagement activities.
Resource Recovery & Waste Operations Teams	Work closely with team members responsible for Resource Recovery operations who manages Council's collections provider to ensure a consistent and coordinated approach to FOGO service delivery across the LGA.
Manager, Sustainability & Waste	Provides strategic direction and approves program plans and delivery approaches. The officer may engage with the Manager on escalated matters, reporting, and broader program updates.
Department Staff	Liaise with staff across other internal Council teams and departments as needed to support integrated service delivery and ensure sustainability

	and resource recovery considerations are reflected in relevant business decisions
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Key external relationships

Who	Why
Commercial Businesses	Build and maintain positive relationships with local commercial businesses to support the implementation of the commercial FOGO service. Provide clear, respectful and practical information, education and advice to assist businesses to understand their responsibilities, participate effectively and reduce contamination.
Community	Engage with the community to provide clear, accessible and respectful information about commercial waste management, resource recovery and environmental sustainability initiatives, when required. Respond to community enquiries and feedback and support positive behaviour change.

Key dimensions

Decision making	The Commercial Waste Education & Engagement Officer develops education and engagement materials, project activities, business support initiatives and expenditure within their delegated authority. Work that falls outside the role's delegations must be referred to and approved by the Manager. The position makes decisions on appropriate education, engagement and contamination management approaches to support the implementation and ongoing delivery of Council's commercial FOGO service. Matters that may have a significant operational, financial, reputational or long-term impact on Council will be discussed with the Manager. Expenditure must be within the approved budget and delegated authority. Expenditure outside the approved budget requires approval from the Manager.
Reports to	Resource Recovery Program Manager
Direct reports	nil

Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self Shows drive and motivation, an awareness of strengths and weaknesses, and is commitment to learning	Adept
	Display Resilience and Adaptability Expresses own views, perseveres through challenges, and is flexible and willing to change	Adept
	Act with Integrity Is honest, ethical and professional, and prepared to speak up for what is right	Adept
	Demonstrate Accountability Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Advanced
 Relationships	Communicate and Engage Communicates clearly and respectfully, listens, and encourages input from others	Advanced
	Community and Customer Focus Commits to delivering customer and community focused services in line with strategic objectives	Advanced
	Work Collaboratively Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Advanced
	Influence and Negotiate Persuades and gains commitment from others, and resolves issues and conflicts	Advanced
 Results	Plan and Prioritise Plans and organises work in line with organisational goals, and adjusts to changing priorities	Adept
	Think and Solve Problems Thinks, analyses and considers the broader context to develop practical solutions	Advanced
	Create and Innovate Encourages and suggests new ideas and shows commitment to improving services and ways of working	Adept
	Deliver Results Achieves results through efficient use of resources and a commitment to quality outcomes	Adept
 Resources	Finance Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Adept
	Assets and Tools Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Adept
	Technology and Information Uses technology and information to maximise efficiency and effectiveness	Adept
	Procurement and Contracts Understands and applies procurement processes to ensure effective purchasing and contract performance	Adept

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	• Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Relationships Community & Customer Focus	Advanced	• Demonstrates a thorough understanding of the interests, needs and diversity in the community • Promotes a culture of quality customer service • Initiates and develops partnerships with customers and the community to define and evaluate service outcomes • Ensures that the customer is at the heart of business process design • Makes improvements to management systems, processes and practices to improve service delivery • Works towards social, environmental and economic sustainability in the community/ region
Relationships Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results Plan & Prioritise	Adept	• Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Advanced	• Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- Providing advice to the Manager on WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- Including safety training and equipment in budgets.
- Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- Ensuring all workers have attended relevant induction and essential safety courses.
- Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- Maintaining awareness of legislation which regulates activities you are responsible for.
- Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- Ensuring workers are supervised by a competent person.
- Ensuring amenities are maintained in a safe and healthy condition at all times.

1.3. Manager

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- Advising the Executive of WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- The inclusion of health and safety requirements, including safety training and equipment in budgets.
- Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- Performing on the job inspections to ensure compliance with working procedures for safe working practices.

- Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- Effective procedures are in place, and are implemented, to identify hazards.
- All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBU's undertaking the work activity.
- Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- Appropriate amenities are available for all workers and PCBU's whilst they are in the workplace.
- That documents used in relation to the WHS Risk Management System are retained in a secure environment.

2. Workplace Behaviour Standards and Expectations

2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

2.2. Managers' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- Not diminishing or seeking to excuse reported instances of harassment or bullying
- Providing constructive, regular, reasonable performance guidance
- Embracing diversity and supporting an inclusive workplace
- Recognising and appreciating different working styles and perspectives
- Allocating duties fairly, setting clear expectations and realistic deadlines
- Monitoring potential for and acting promptly on, bullying or harassing behaviour

2.3. Child Safe Organisation

- The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

Value	Value Statements
We act with integrity	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
We empower our people	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
We are respectful	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
We work together	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
We innovate	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.