

Position title: Waste Education Officer	
Classification: Band level 6	Effective Date: September 2026
Reports to: Coordinator Waste Reduction and Recycling	Tenure: Permanent full time

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.



Goal Statement

To plan, prepare and implement effective and engaging community waste education to support Council's Waste Management Strategy, including kerbside waste and recycling services, waste avoidance, resource recovery, circular economy, illegal dumping and litter reduction.

Key Responsibilities

Position Specific Responsibilities

- Develop, implement and review community and corporate waste education in collaboration with Waste Reduction and Recycling team to achieve objectives from Council's Waste Management Strategy and accompanying action plan.
- Review and develop waste education materials for best use of Council's kerbside waste and recycling services.
- Assist and implement community communication and education including community engagement activities for kerbside waste and recycling services.
- Determine, evaluate and review programs and events in Council's annual Waste Education Plan to promote circular economy principles and positive community waste behaviours.
- Work with Council's Strategic Marketing and Communications team to respond to waste challenges for minimising waste to landfill, improved Council response to dumped rubbish and contamination, and best use of Council's recycling and waste services.
- Track and manage spend on Council's waste education budget and related procurement processes, including engaging, supervising and managing consultants, seeking competitive quotes and reporting on budget spend.
- Investigate and roll out innovative and emerging practices for communicating with Council's changing and multicultural community to promote best waste and recycling behaviours.
- Work with Council's bin inspection contractors to continuously improve and deliver effective education.
- Maintain key relationships and partnerships with relevant organisations, including education providers, government agencies and other Council teams for improved community waste behaviours.
- Provide technical input on best practice community waste engagement, education and litter minimisation for Council projects, strategies and services.
- Respond with a customer focus to community and staff requests relating to waste and recycling education.
- Keep up with industry and service changes to ensure up to date information can be provided to customers in a timely fashion.
- Work closely with Council's Environmental Sustainability team to implement coordinated waste related events, communications and relevant projects.



- Apply for and project manage waste education related grant funding where available.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Operate within project and service budget limits. Will be required to prepare project and program budgets for some waste education projects and programs.

Staff responsibility: Supervise temporary and contract project employees, volunteers or contractors as required.

Judgement and Decision Making

Decision Making: The position will make decisions within project management guidelines to ensure the satisfactory outcome of projects or programs.

Specialist Knowledge and Skills

Licences and Experience:

- Strong understanding of key waste and behaviour change principles including circular economy, waste avoidance, resource recovery and waste processing.
- Knowledge of kerbside waste collations services and contracts and State Government policy and legislation.
- Knowledge of marketing, education and promotion strategies.

Technology:

- Proficiency in Microsoft 365 packages, including Word, Excel, PowerPoint, Teams and Outlook.
- Experience with Records Management and procurement systems is desirable.
- Experience using digital marketing platforms including Facebook, Instagram, LinkedIn and WeChat preferred but not essential.
- Experience editing images and communications through applications including Adobe or Canva preferred but not essential.

Qualifications and Experience

- Tertiary qualifications in Education, Marketing and/or Communications, Environmental Science/Management or relevant qualification.



- Demonstrated experience in planning and delivering effective community education in the areas of waste management or environmental programs.
- Demonstrated experience in delivery of waste or environmental projects, strategy delivery, contract and project management.
- Demonstrated experience leading working groups involving staff or community members.
- Demonstrated research, investigation and community consultation skills.

Interpersonal Skills

- Must have excellent communication and networking skills.
- Highly developed written communication skills and ability to convey complex issues in simple language.
- Highly developed oral communications and presentation skills.
- Ability to build and maintain strong relationships with community, staff and other stakeholders.
- Skills in managing time, project budgets and organising and planning own work.
- Ability to communicate with culturally and linguistically diverse community members in a language other than English is desirable but not essential.

Key Relationships:

- Liaise with Department staff, Council staff, Government Departments, other municipalities, service providers, contractors, suppliers, community groups and customers.
- Collaborate with internal staff across the organisation, particularly those who work in environmental education, delivery of community programs, projects and events, and those managing waste related issues such as illegal dumping.
- Maintain professional relationships with external stakeholders including facilitators, educators including at Deakin University and Box Hill TAFE and passionate community stakeholder groups.

Management Skills

- Demonstrated project coordination skills.
- Ability to manage and track budget.
- Skills in managing time, priorities and planning own work to meet deadlines.
- Manage the annual waste education events Calander.
- Coordinate staff for major events including Spring Festival.
- Demonstrated ability to work collaboratively in a team and willingness to assist others including issues and enquiries.
- Support interns or work experience staff on occasion.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.

- Working with Children Check
- Valid Australian Drivers Licence

Key Selection Criteria

1. Tertiary qualification in Environmental Science/Management, Education, Marketing and/or Communications combined with minimum of 3 years relevant experience.
2. Demonstrated experience in planning and delivering community education and community engagement programs, particularly in the areas of waste and recycling, circular economy or related environmental programs.
3. Strong understanding of key environmental sustainability issues, such as waste avoidance and minimisation, circular economy, resource recovery, recycling and waste processing.
4. Highly developed oral and written communication skills and the ability to make public presentations.
5. Ability in managing time, setting priorities, achieving goals and meeting deadlines.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Setting up events, transporting collateral and materials offsite	Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Computer use	Frequently	
	Setting up events, storing and retrieving education material	Sometimes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Setting up events, transporting collateral and materials offsite	Sometimes	
Standing Tasks involve standing in an upright position	Attending events and presentations	Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	Setting up events, transporting collateral and materials offsite	Rarely	



Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	Walking to meetings and traveling to off-site events	Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Setting up events, transporting collateral and materials offsite	Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	Setting up events, transporting collateral and materials offsite	Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer	Writing and editing	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Standard of vision required equal to that required for driver's licence	Frequently	

Any other relevant comments: