



INTERGRATED MANAGEMENT SYSTEM
CORPORATE

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Position Title	Contract Supervisor- Environmental (Grade 7)	
Award	Not Applicable	
Time Fraction/Tenure	Full time 38 hrs per week, 5 Days consecutive Monday - Sunday	
Service/Business Area	Outlook Environmental	
Location	Based at Environmental Home Site (may need to travel to other sites on occasions)	
Accountable & Reports to	Operations Manager Environmental	
Position/s Reporting to this Position	Site Supervisor Shop Coordinator Resource Recovery Coordinator Gatehouse & Machine Operators Yard Hands Administration Volunteers	
Information Contact	Operations Manager Environmental	Telephone: 03 5941 1535

Outlook (Vic) Inc. Overview

Outlook works towards achieving its primary vision, which is Inspiring Inclusive Communities, diversity and opportunity, valuing all people'. We promote the empowerment of people with disabilities and disadvantage to participate in community life. Our commitment is to people having choice and enabling people with a disability to have the same rights and opportunities as other members of our community.

Outlook is a social enterprise, meaning it runs successful and ethical businesses that fund investment back into our people. Outlook Environmental, our commercial business, also contributes to further social outcomes through employment and skill development opportunities as well as positive environmental outcomes.

Outlook is committed to providing a safe and healthy work place and environment in which the physical and psychological wellbeing of staff, service users and the community is protected.

Position Overview

The Contract Supervisor is responsible for operations and development of a specific business center, providing day-to-day leadership of a team, overseeing all staff activities, material collection and customer throughput within the transfer station and retail outlets. The Contract Supervisor is required to implement Outlook policies and procedures into the running of the business and manage the site in line with the Operation or Business Manager's directives.

As a key member of the Environmental Management Team, this role will be accountable to the Environmental Operations Manager for the overall performance of a specific business & site.

Enjoying this sometimes 'hands on' role with the prime objective of maximizing Resource Recovery



**INTERGRATED MANAGEMENT SYSTEM
CORPORATE**

**POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL**

Position Overview

in the way of the returns from the sale of recycled/reusable items within the solid waste stream. Depending on the site, there may be a requirement to take responsibility for small arms of the business operating within the local area. Working hours are primarily weekdays but some weekend and public holiday supervision may be required.

As part of the site management team, this role is responsible for ensuring a safe workplace for employees and customers and arranging and/or providing the supervision, support, training, learning and development for employees under your supervision to ensure they undertake their duties safely and effectively.

Management of the site finances is required, including in retail operations, financial management tasks are part of daily work duties (ie skills in cash handling environments, security & use of cash registers).

Computer skills along with daily records management and understanding of quality control functions is essential as part of administrative responsibilities in this position.

- This position includes a laptop computer, mobile phone and access to a work use vehicle.
- The position you are applying for is within a transfer station/recycling centre &/or nursery. The work you will be required to undertake will include salvaging and sorting of waste to remove recyclable material. This will entail bending, stretching, pulling and pushing. You will be handling material such as metal, wood, cardboard, mattresses, oil, car batteries, tyres, paint, plants and general household items. The work environment is a blend of office-based work and outdoors and due to the nature of the industry, you will be exposed to all weather conditions including some degree of dust.
- You will be required to interact daily with the public, either through the gatehouse, on the transfer station or within the Outlook market Recycled Goods Shop and will be expected to direct them with regards to the correct rules of the transfer station and Outlook Environmental's policies.

Key Result Areas

The Role has 6 Key Result Areas:

1. Business Operations (incl. Resource Recovery & Retail)
2. Staff Management, Supervision & Support
3. Customer Service
4. OHS
5. Financial & Asset Management
6. Business Management, Quality & Administration

Business Operations:

- Manage the facility in accordance with Contract obligations, Authority Permits and Outlook Policy and procedures.
- Identify complementary business opportunities and integrate into existing business operations to ensure that the facility is both efficient and economically sustainable.

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Key Result Areas	
	<ul style="list-style-type: none"> • Prepare regular written reports on the operational issues of the site for the Operations or Business Manager • Be responsible for the daily recording and balancing of all cash transactions, including securing of daily takings and cash collections. Keep accurate records for the processing of monies into the organisations (Outlook's) bank account.
- Resource Recovery	<ul style="list-style-type: none"> • Ensure that all plant and equipment is maintained on a daily basis and serviced in accordance with the manufacturer's recommendations. All plant and equipment should be kept safe, clean and tidy state and fit for purpose. • Maintain accurate data of material salvage onsite. Provide feedback to Site Supervisor and staff on material recovery. • Oversee operation of machinery and provide feedback to staff on their performance. Assist in training staff to use machinery safely and efficiently thru conducting competency testing • Manage movement of recycled materials around the site and dispatched to offsite processors. • Provide staff with direction in what are priority tasks and communicate procedural changes to staff.
- Retail Operations	<ul style="list-style-type: none"> • Identify goods that would be of value and coordinate resources to ensure maximum return for the sale of those materials. • Be responsible for maintaining sale of second hand goods and other retail items. Ensure the pricing procedure for the shop is adhered to and that customers are provided with receipts for all items sold. • Be responsible for maintaining the retail outlet and its surroundings in a clean and tidy state. • Ensure goods are displayed in a manner that will best utilize space, ensure public safety and contribute to the turnover of sales. • Be responsible for the upkeep of retail outlet equipment and the maintenance of shop fixtures and building and inform the Operations Manager on the equipment and maintenance requirements that cannot be resolved through general repairs. • Help facilitate the marketing of the Retail outlet and actively seek to grow the retail business.
- Nursery	<ul style="list-style-type: none"> • Order and purchase additional nursery stock for resale as needed in consideration of seasonal and sale requirements. • Ensure all plants are watered and maintained according to procedure

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Key Result Areas	
	<ul style="list-style-type: none"> • Ensure nursery plants are kept with appropriate varieties and in designated areas for plant type • Ensure all plants are labelled correctly with appropriate tags and pricing if required • Ensure the nursery & all wholesale stock areas are maintained and kept tidy and orderly • Ensure that Nursery stocktakes are completed as required • Prepare stock for wholesale to Outlook sites or other buyers
Staff Management, Supervision & Support	<ul style="list-style-type: none"> • Manage employee/staff employment process in line with Outlooks policies/procedures and EBA in conjunction with Outlooks HR/IR consultant and the Operations or Business Manager. • Understand organisational structure, line management and decision making process. • Establish and maintain high levels of integrity, confidence and teamwork with staff, management and customers. • Prepare and issue staff rosters and coordinate staff training days/sessions. Support new staff to become part of the team and gain the necessary skills to perform duties. • Ensure staff adheres to Outlook Code of Conduct, embrace organizational values and present a positive image. • Ensure staff undertake duties as per their position descriptions • Monitor performance of staff and undertake annual performance appraisals as per Outlook procedure, contributing to staff development and performance • Lead, manage and assist staff with change management issues. • Manage potential conflict between staff and customers in a positive manner. Ensure complaints and disputes are dealt with in accordance to Outlook procedure and policy • Ensure staff training is delivered based on outcomes of performance appraisals, quality, OHS and risk minimization as required. • Ensure volunteers are inducted, and provided training and support as required. Ensure a culture of value to volunteers in line with Outlooks Volunteer Policy.
Customer Service	<ul style="list-style-type: none"> • Assist staff to deal with customers in a respectful manner. Ensure staff present appositive image to customers in line with Outlook's philosophy and mission statement. • Use organizational resources and available promotional material to inform customers of the benefits of recycling and the objective

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Key Result Areas	
	<p>of Outlook Environmental</p> <ul style="list-style-type: none"> • Manage conflict with customers and support staff when required. • Ensure the business has a customer focus, delivers excellent value and that annual customer satisfaction surveys are undertaken • A professional phone manner and the ability to organize and coordinate operational activities with ease and confidence via the telephone and email
OHS	<ul style="list-style-type: none"> • Be responsible for ensuring that OH&S standards and regulations are adhered to on site, and implement preventative Return To Work measures with the Return To Work Coordinator. • Assist the RTW C where required to effectively manage any injured employee and support the RTW process in accordance with RTW procedure. • Promote a safety culture, including encouraging staff wellbeing. • Ensure site is kept clean, tidy and safe from hazards at all times. Ensure hazardous materials are dealt with immediately as per procedure • Ensure plant and equipment is checked daily by operators, inspection checklists are completed and plant only operated by licensed drivers. Ensure all defective plant & equipment are tagged out as per Outlook procedure • Ensure correct manual handling techniques are used at all times • Ensure correct safety procedures are in place and being followed & assist with review of outdated documentation/procedures, including the development of Safe Work Instructions. • Ensure staff have and are using PPE as required, undertaking safe work practice at all times and have received safety instruction/induction for all work tasks. • Ensure Accident/Incident/Near Miss' are reported, investigated and Opportunity for Improvement raised • Ensure First Aid is available and provided as required and according to incident/accident procedure • Encourage and support staff to participate in Safety and Business Improvement (SBI), including HSR reps. • Deliver OHS and Outlook OHS policy/procedure/Safe Work Instruction related training as required, ensuring staff are competent.
Financial and Asset Management	<ul style="list-style-type: none"> • Manage expenditure within approved operational budget and keep detailed information that will enable Outlook to create an

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Key Result Areas	
	<p>annual budget, including capital works and major infrastructure requirements for the site/s in conjunction with the Operations Manager and Business Manager</p> <ul style="list-style-type: none"> • Prepare site budgets on an annual basis in conjunction with the Operations Manager, Business Manager and Finance Manager • Monitor and provide monthly reporting on site Profit and Loss against budget to the Operations Manager, Business Manager and Finance Manager • Deliver site staffing, expenditure and projects within budget and achieve targets for material recovery. • Maintain systems to monitor and audit upkeep of building assets, including equipment, buildings and grounds. • Use sound judgment and decision making when identifying business equipment and infrastructure needs that reflect best use of the businesses financial resources. • Use internal recording systems to monitor materials recovery and recycling outcomes. • Ensure all site purchasing is undertaken in accordance with Outlooks Purchasing and Approvals system using the data systems provided.
Business Management, Quality & Administration	<ul style="list-style-type: none"> • Assist with the development and update of the Site Business Plan • Submit a written monthly report for Management Review Meetings (MRM) and report on achievements against Site Business Plan and Performance Appraisal KPI's. • Prepare and submit monthly reports for Contract Partners and Contract meetings as required. • Attend meetings and training courses as directed by the Operations or Business Manager. • Regularly analyse trends and data from site operations and report this to the Operations or Business Manager • Ensure all risks related to the site are regularly evaluated and strategies put in place to minimize the risk in line with Outlooks Risk Management Plan and OHS Policy. • Ensure development, implementation and monitoring of policies and procedures relevant to Environmental practices are undertaken regularly, in line with Outlook's IMS system and Environmental's contractual obligations and ensure compliance of the site operations. • Develop, implement and monitor effective communication strategies on site, including with Contractual partners, other

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Key Result Areas

	<p>divisions of Outlook and staff.</p> <ul style="list-style-type: none">• Ensure that all records associated with staff employment are forwarded to Corp-HR/Payroll in a timely manner, as directed, and appropriate records are completed and retained on site or at HO as directed (ie Induction, training, memo's, agreements etc)• Have an understanding of the Waste Management and Disability Enterprise sectors and be able to identify any new business opportunities or matters that may impact on the business and present to the Business Manager• Manage all consultants and contractors relevant to the site operations in accordance with Outlooks Contractor and Preferred Supplier Procedure and ensure all related documentation in completed & maintained.• Prepare for and participate in OHS inspections and QA audits• Demonstrate and apply efficiency and skill in administrative tasks, including; typing, complex word processing, spreadsheet & data processing.• Arrange, attend & monitor team/site meetings/training as required• Manage the site security practices and security systems to ensure Outlook assets and staff are protected/safe while on site.• Undertake and review Marketing/Communication initiatives relevant to the site in conjunction with Operations or Business Manager
--	---

Key Selection Criteria

Selection will be based on assessing an applicant's skills, knowledge, past performance and other personal qualities relevant to the work assignment, as listed below

<p>Mandatory</p>	<ul style="list-style-type: none">• Excellent verbal and written communication skills.• Understand how to manage and develop a team to get results.• Competent in the use of computer based reporting packages inclusive of MS Office Suite.• Reporting to Operations or Business Manager as required.• Reporting to Industry Site Partners.• Have a 'Can Do' attitude and the ability to motivate self and others.• Proven responsibility and maturity.• Strong work ethic and high standards.
-------------------------	--

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Key Selection Criteria	
Selection will be based on assessing an applicant's skills, knowledge, past performance and other personal qualities relevant to the work assignment, as listed below	
	<ul style="list-style-type: none"> • Ensure site KPI's are achieved. • Compiling leave forms, purchase orders, invoices and timesheets. • Willing to be on call when necessary
Desirable	<ul style="list-style-type: none"> • Background in retail and logistics industries.

General Information	
Other Requirements	This position will require the applicant to work with a wide range of personnel across the organization.
Police Records/Working with Children Check	Position is subject to a satisfactory police check prior to commencement.
OH&S	Outlook management is committed to providing a safe and healthy work place and environment in which the physical and psychological wellbeing of staff, service users and the community is protected. Outlook personnel are responsible for maintaining a safe and healthy workplace and environment in which the physical and psychological wellbeing of colleagues, service users and the community is protected.
Learning and Development	Outlook has a learning Culture and encourages and expects staff to participate in and undertake meaningful and relevant knowledge and skills development opportunities.
Leadership	Outlook's Leadership Framework provides a consistent approach to leadership development for employees across all levels and positions, representing the standard for leadership behaviours for employees to aspire to. It is the responsibility of all employees to contribute to the leadership process and to develop and empower the leadership capacity of colleagues
Pre-existing Injury or Medical Condition	Each applicant will be required to complete a pre existing injury/medical declaration form.
Licence Requirements	Current Victorian Drivers licence.
Probationary Period	The position is subject to a 6 month probationary period during which time the employee will be assessed as to their suitability for continued employment.

POSITION DESCRIPTION
CONTRACT SUPERVISOR- ENVIRONMENTAL

Core Outlook (Vic) Inc. Values	
Integrity	<ul style="list-style-type: none"> • Outlooks commitment to integrity exemplifies honesty, trust, equality and respect for the individual. • Accountability and a Duty of Care to staff, service users, families, each other and the wider community. • Fostering dignity and self-esteem through respect for the rights of the individual.
People Focused	<ul style="list-style-type: none"> • Personalizing by being open minded, empathizing, listening, and supporting individuals. • Promoting empowerment and inclusion through Advocacy with individuals and on behalf of communities. • Working as a team player dedicated and committed to empowerment and personalized approaches. • Building trust with stakeholders, partners and wider community. • Providing opportunities for personal growth and inclusive relationships. • Outlook puts people first, by encouraging and supporting individuals to meet their potential.
Inclusion	<ul style="list-style-type: none"> • Working together to facilitate flexible opportunities for individuals to be accepted, participate and belong. • Partnerships with the wider community, leads to meeting the needs and expectations of people.
Ethical Business	<ul style="list-style-type: none"> • Entrepreneurial business that is conducted in a way (ethical manner) that includes: Quality, partnerships, training / education, communication, OH&S (staff welfare, life balance), environmental, legal compliance, efficiency, inclusiveness, outcomes and flexibility.
Diversity	<ul style="list-style-type: none"> • Promote and provide choices through progressive innovation
Continuous Improvement	<ul style="list-style-type: none"> • Excellence in service delivery and personalized outcomes through commitment to quality, accountability and continuous improvement.