

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Waste Education Coordinator

Classification: Administrative Services Officer
Level 4

Position number: P45538

Division: Territory and City Services

Business unit: Waste Education and
Partnerships

Location: Dickson with hybrid of working
from home and public events

Reports to: Assistant Director, ACT NoWaste

Date last reviewed: 16 September 2026

Positon requirements: WWVP, First Aid,
Drivers Licence

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

Territory and Business Services (TBS) delivers a portfolio of high-performing commercial and operational services that combines essential community services with business units operating to commercial standards, delivering efficient, reliable and valued services to a wide range of customers across the Canberra and surrounding region. The Division consists of Canberra Memorial Parks, Capital Linen Service, Yarralumla Nursery, and ACT NoWaste.

BUSINESS UNIT OVERVIEW

What we do

ACT NoWaste delivers the ACT Government's recycling and waste management program including:

- Strategy, planning and input into waste policy
- Stakeholder collaboration at a local, regional and national level to reduce waste, increase reuse and recycling, and contribute to action on climate change and the ACT's transition to a more circular economy
- Design, delivery and evaluation of waste services and infrastructure
- Service delivery including household collections, waste drop off and recycling facilities
- Waste education, engagement, behaviour change and communications programs
- Develop, deliver and manage product stewardship programs including the ACT Container Deposit Scheme (CDS).
- Infrastructure management for Territory-owned recycling and waste infrastructure
- Customer service, revenue collection and data analytics.

Who we are

ACT NoWaste is a unique organisation in Australia: we work across both state/territory and local government-level functions, which provides opportunities to deliver sustainable services to the ACT community and influence and contribute efforts to improve waste management outcomes at a local, regional and national-level.

We are a diverse, innovative and professional team from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?"

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in an engaging and creative environment.

The Waste Education and Partnerships team

The Waste Education and Partnerships (WEP) team aims to inspire and support Canberrans to avoid waste and increase resource recovery by:

- Informing and educating the community about waste services and how to manage waste
- Motivating the community to adopt behaviours that avoid waste and increase resource recovery
- Engaging with the community and stakeholders to ensure programs and services are effective and meet community needs
- Building trust with the community in the ACT waste system, and promoting all waste facilities and services
- Building and supporting partnerships with industry and stakeholders.
- Delivering recycling and waste education and behaviour change programs
- Managing public facing waste and recycling materials and working alongside the Communications team to develop materials and opportunities
- Ongoing research to assess shifts in community attitudes, knowledge, and behaviour in relation to waste.

Position Purpose

This role supports the Waste Education and Partnerships team in delivering impactful waste education, engagement, and client service tasks that directly contributes to reducing waste and increasing resource recovery across Canberra. It ensures that ACT NoWaste services are well understood and trusted by the public, and that programs are responsive to community needs.

DUTIES / RESPONSIBILITIES

- Assisting with the implementation of waste education activities including venue bookings and supporting the planning and reporting of our outreach program.
- Applying high quality and responsive customer service to community and stakeholders.
- Assisting in the coordination of the customer inbox and hotline and update frequently asked questions and databases.

- Preparing responses to resident enquiries.
- Drafting documents to support team activities as required and directed.
- Researching and drafting of content for some waste education materials, such as the A-Z Guide web pages.
- Administering various tasks for production including seeking quotes, financial administration, and other small procurement.
- Coordinating the team stocktake of materials, publications, event equipment and uniforms.
- Adhere to the ACT Public Service Values, Code of Conduct and all relevant ACT Legislation and Public Sector policies and procedures.
- Maintain records in accordance with the *Territory Records Act 2002*.

The successful person will be well-organised, motivated and experienced in administration tasks.

This position does not involve direct supervision of staff.

Occasional weekend and after-hours work may be required, with access to flex leave or overtime.

SELECTION CRITERIA (CAPABILITIES)

Provide evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. High quality organisational skills, including the ability to effectively manage multiple tasks, manage priorities, track progress, and demonstrate an understanding of Government administrative processes.
2. Experience in delivering high quality customer service and the ability to manage customer enquiries through inboxes, a hotline, or face-to-face engagement.
3. Demonstrated experience in drafting content and customer responses targeted to different audiences.
4. Demonstrated ability to work as a member of the team as well as independently on key administration tasks.
5. Demonstrated understanding and commitment to the ACT Public Service Values, Code of Conduct and all relevant ACT Legislation and Public Sector policies and procedures.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- This position **does** require a Working with Vulnerable People Check.
- This position **does** require a current Drivers Licence.

- This position **does** require a First Aid Certificate, or the ability to obtain one.
- This position **does not** require a pre-employment medical.
- This position **does not** require a Security Clearance.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Waste Education Coordinator (position number P45538) and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent paid overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Occasionally
Personal Protective Equipment (PPE) required	Occasionally