

Position Title:	Service Delivery Lead
Position Number:	40202
Team:	Contracts & Service Delivery
Division:	Development and Environmental Services
Reporting To:	Manager Waste & Resource Recovery
Direct Reports:	1
Industrial Instruments:	Queensland Local Government Industry (Stream A) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	5

THE ROLE

The Service Delivery Lead is a key role within Waste Services, responsible for managing contracts across internal and external partnerships, including asset maintenance, ICT, and service delivery agreements. This role combines expertise in contract administration, financial oversight, stakeholder engagement, and regulatory compliance to ensure transparency, efficiency, and alignment with Waste and Resource Recovery Service objectives.

As a primary liaison within Waste & Resource Recovery, the Service Delivery Lead enhances waste management practices, drives operational improvements, and fosters strong partnerships that contribute to delivering exceptional customer outcomes while ensuring alignment with Council, State, and Regional waste strategies to improve efficiency.

KEY OUTCOMES

- Ensures financial accountability and contract compliance.
- Strengthens collaboration with internal teams and external stakeholders, including contractors, regulatory bodies, and community partners, to enhance service efficiency and alignment with Council, State, and Regional waste strategies.
- Manages Public Place bin services through data-driven decision-making and service optimisation.
- Improves data dashboards to enable accurate reporting and enhance operational performance.

KEY ACCOUNTABILITIES

- Foster a high-performing, safety-conscious team environment that reflects Council's Vision and Values.
- Ensure accuracy in contract administration, including negotiating favourable terms, budget monitoring, expenditure tracking, and financial reporting.
- Develop, implement, and oversee partnerships with internal teams, contractors, and key external stakeholders to drive shared goals in waste education, compliance, and service improvements.
- Assist in customer request correspondence.
- Manage financial preparations, including budget monitoring, reconciliation, recommendations, and reporting to support financial transparency.

- Maintain effective collaboration between Waste and Resource Recovery and external partners, including industry regulators, government agencies, contractors, and the wider community, ensuring a customer-focused approach to service delivery.
- Ensure the successful delivery of Public Place bin services by leveraging data insights to optimise service delivery.
- Drive continuous improvements in data dashboards to enhance decision-making and service reporting.
- Comply with all Council Policies and Procedures including the Code of Conduct for Council Employees
- Undertake any other duties, projects or tasks as directed by the Manager Waste & Resource Recovery which generally fall within the scope of this position and are within the incumbent's skills, competence and training

BEHAVIOURAL COMPETENCIES

- Practices and influences behaviors aligned with Council's Values (Grow Our Own, Be Courageous, Accountable to our Community, Make it Better and Work Smarter) and Code of Conduct for Council Employees in all interactions with internal and external stakeholders
- Exercises responsibility and takes an ownership role for Work Health and Safety, Environment Protection, Equal Employment Opportunity (EEO), Anti-discrimination, Recordkeeping, Risk and Privacy obligations
- Models professional and ethical behaviour
- Inspires individual and team commitment for performance and meeting team goals
- Acts proactively, exercises initiative, drives continuous improvement and implementation of change
- Responds flexibly to change
- Commits to personal and professional development

SELECTION CRITERIA

Essential:

- Demonstrated experience in team leadership, with a proven ability to build and maintain long-term internal and external partnerships.
- Strong experience in contract and contractor management, including reporting, financial reconciliation, and regulatory compliance.
- Skilled in data management, reporting, and the use of software systems.
- Proficiency in Microsoft Office, particularly Excel for financial tracking.
- Demonstrated ability to enhance data dashboards to improve service reporting and operational efficiency.
- Experience in workforce planning to optimise service efficiency.
- Ability to demonstrate behavioural competencies
- Current Queensland "C" class drivers licence

Desirable:

- Diploma in waste management, environmental science, business, or accounting.
- Familiarity with logistics or weighbridge software and data management.
- Knowledge of waste and resource recovery practices.