

Employment Information Package

Site Operations Lead

Western Metropolitan Regional Council (WMRC)

2/317 Churchill Avenue, Subiaco WA 6008

Closing date: 4.30pm, 7 May 2026

About this Package

This Employment Information Package has been prepared to support prospective applicants for the Site Operations Lead role at the Western Metropolitan Regional Council (WMRC). It provides an overview of the organisation, the strategic context of the role, how it fits within the organisational structure, and what WMRC is seeking in a successful applicant.

Applicants are encouraged to read this information carefully before submitting an application.

WMRC Member Councils

Town of Claremont | Town of Cottesloe | Town of Mosman Park | City of Subiaco | Shire of Peppermint Grove

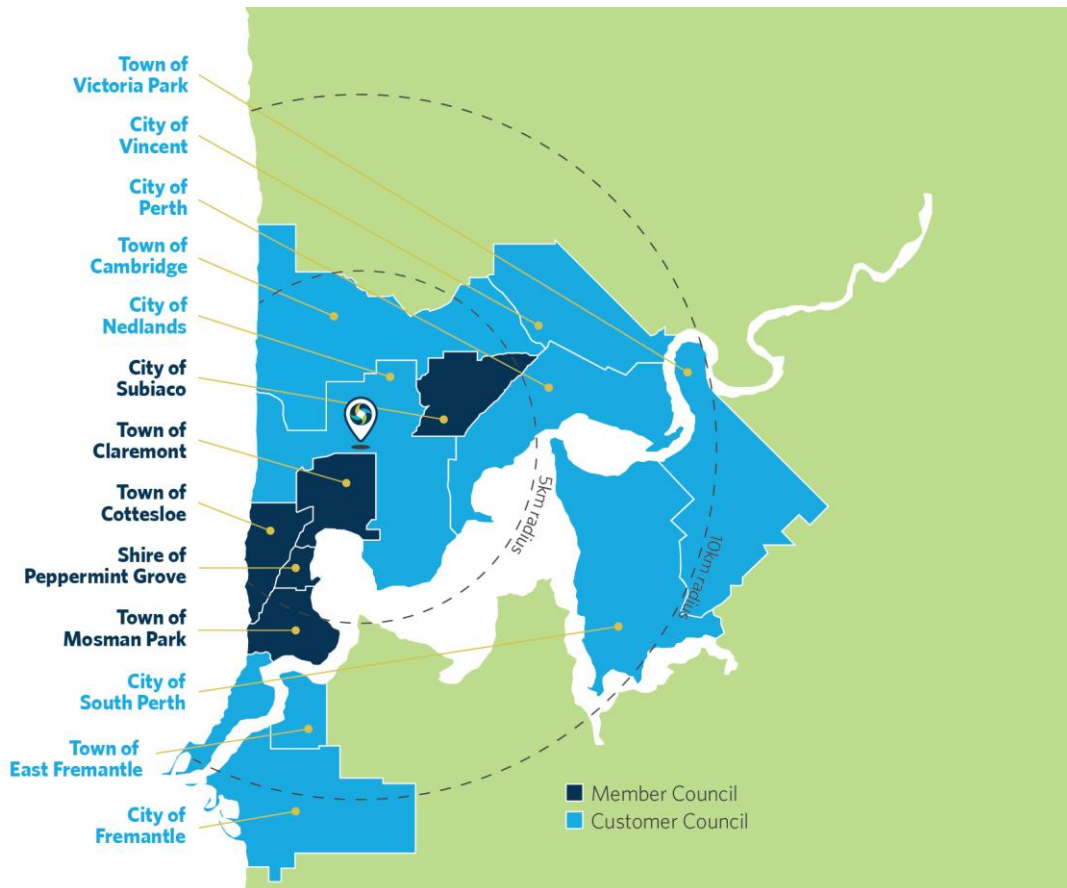
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About WMRC

The Western Metropolitan Regional Council

The Western Metropolitan Regional Council (WMRC) is a purpose-driven regional local government that supports its Member Councils to deliver effective, sustainable and well-coordinated waste management and resource recovery services.



Operating through a shared services model, WMRC enables its five Member Councils to achieve outcomes that would be difficult, inefficient or impractical to deliver individually. By pooling expertise, infrastructure and investment, WMRC provides scale, consistency and specialist capability across Perth's central-western suburbs—an area characterised by smaller council populations and diverse community needs.

WMRC operates the West Metro Recycling Centre in Shenton Park, a critical regional facility that aggregates, transfers and manages a wide range of waste and recovered materials from residents, businesses and contractors. In addition, WMRC delivers waste-related services on a commercial basis and provides regionally coordinated communications and education services that support waste avoidance, reuse and recovery.

Under the Council Plan 2026, WMRC is strengthening its role as a regional leader, supporting waste management outcomes for Member Councils and contributing to improved environmental, financial and system-wide performance across the west-central metropolitan region.

Site Operations at WMRC

Site operations are a core component of WMRC's service delivery model. The West Metro Recycling Centre is a high-activity operational environment that must operate safely, reliably and in compliance with a complex regulatory framework while meeting the expectations of councils, customers and the broader community.

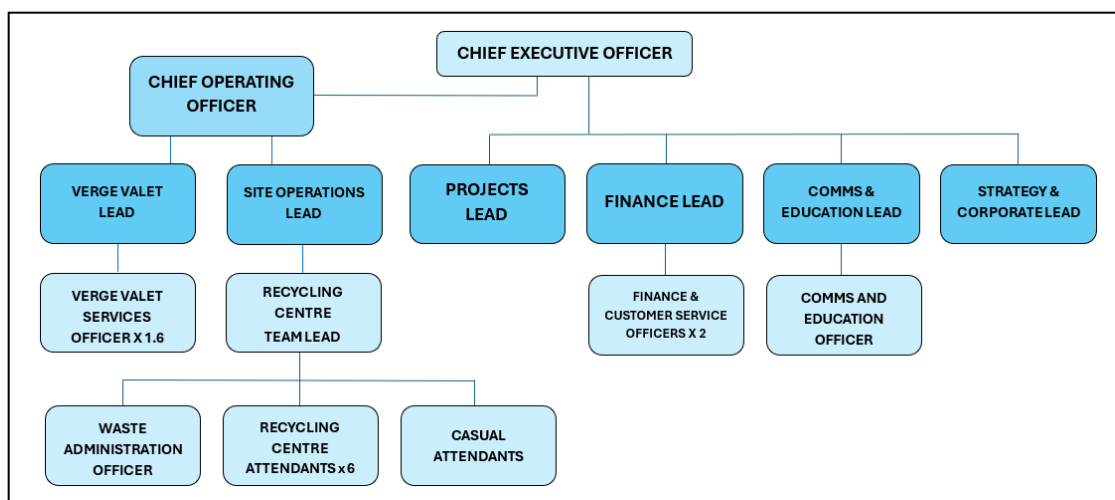
Site operations sit at the intersection of:

- frontline waste and recycling service delivery
- safety leadership and regulatory compliance
- contractor and resource coordination
- customer service and site-based issue resolution
- asset maintenance and operational performance

Strong on-site leadership is essential to maintaining high standards of safety, environmental performance and customer experience while ensuring continuity of operations in a physically demanding and dynamic environment.

The Organisational Structure

The Site Operations Lead is a senior operational role within WMRC's flat, leadership-led organisational structure, established through the approved Workforce Plan 2026.



WMRC operates with clearly defined functional leadership roles rather than traditional management layers. This structure promotes accountability, faster decision-making and strong cross-functional collaboration.

The Site Operations Lead:

- reports directly to the Chief Operating Officer
- holds day-to-day operational leadership responsibility for the West Metro Recycling Centre

- works closely with other functional leads including Finance, Projects, Strategy and Corporate, Communications and Education, and Verge Valet

This structure ensures that site-based operations are well integrated with organisational planning, governance, safety systems and performance management, while maintaining a strong operational focus at ground level.

The Position

Functional Leadership

The Site Operations Lead is responsible for the safe, efficient and compliant day-to-day operation of the West Metro Recycling Centre.

The role provides visible on-site leadership through the supervision of staff and contractors, coordination of resources, oversight of plant and infrastructure, and enforcement of safety and environmental standards.

The position balances:

- frontline operational supervision
- safety leadership and incident response
- staff rostering, coaching and support
- contractor oversight and coordination
- customer service and issue resolution
- continuous improvement and operational discipline

The Site Operations Lead maintains a whole-of-site view of operations, proactively identifying risks, emerging issues and opportunities to improve safety, efficiency and service quality.

Operating Environment and Complexity

The Site Operations Lead operates in a demanding operational environment that is:

- physically active and safety-critical
- customer-facing and highly visible
- subject to peak demand periods and service variability
- regulated by WHS, environmental and local government legislation
- supported by a mix of employees and contractors

Success in the role requires sound judgement, practical leadership, and the ability to make timely operational decisions while balancing safety, service continuity, compliance and organisational reputation.

The role also requires the confidence to exercise stop-work authority, manage incidents and escalate significant risks appropriately.

Why the Role Matters

The Site Operations Lead plays a critical role in WMRC's ability to:

- operate the Recycling Centre safely and reliably

- protect the health and safety of staff, contractors and customers
- ensure compliance with legislative, contractual and environmental obligations
- maintain positive relationships with councils, regulators and the community
- protect and enhance WMRC's reputation as a responsible regional service provider

The performance of this role directly influences operational continuity, safety outcomes, customer experience and organisational risk.

Employment Package

Appointment is on a full-time basis under the Local Government Industry Award 2020 – State Industrial Agreement.

The remuneration package includes:

- Cash salary: \$90,802 – \$109,169
- Up to 5% additional employer superannuation, subject to matching employee contribution
- 22 days annual leave, with 17.5% leave loading

Ordinary hours of work are 38 hours per week. Some flexibility may be required to respond to operational demands, incidents or peak service periods.

Lodging Your Application

Applications must include:

- A cover letter addressing the essential and desirable selection criteria
- A curriculum vitae / résumé outlining relevant experience, qualifications and professional memberships

Applicants should provide contact details for at least two referees, preferably including a current or recent supervisor.

Applications should be submitted to:

stuart.devenish@wmrc.wa.gov.au

Applications close at 4.30pm on 7 May 2026.

The Selection Process

Shortlisting and selection will be based on merit, with reference to demonstrated skills, experience and alignment with the role requirements.

The selection process can be expected to include shortlisting for interview and referee checking.

Position Description

A detailed Position Description, including responsibilities, key competencies and selection criteria, is attached and forms part of this Employment Information Package.



POSITION DESCRIPTION

SITE OPERATIONS LEAD

Position Reference:	OPS-LD-01
Classification Level:	Level 7
Report to:	Chief Operating Officer
Employment type:	Full Time Permanent
Location:	West Metro Recycling Centre (Shenton Park)
Award/Agreement:	Local Government Industry Award 2020 – State Industrial Agreement

About the Western Metropolitan Regional Council

The Western Metropolitan Regional Council (WMRC) is a local government organisation representing five Member Councils, with additional service delivery to customers across the commercial, residential, and broader local government sectors. WMRC's core purpose is to support Member Councils in the effective management of waste. This is achieved through the provision of communications and education services, operation of a waste transfer facility, and delivery of waste-related services on a commercial basis to other local governments and customers.

Primary Purpose of Role

The Site Operations Lead is responsible for leading the safe, efficient, and compliant day-to-day operation of the Recycling Centre. The position provides on-site operational leadership by supervising staff and contractors, coordinating resources and maintenance, and ensuring high standards of safety, customer service, and environmental performance. The role supports organisational objectives by promoting compliance, continuous improvement, and consistent service delivery in line with WMRC policies, systems, and legislative requirements.

Responsibilities and Accountabilities

Site Operations and Service Delivery	<ul style="list-style-type: none"> • Take day-to-day responsibility for site operations, performance, and compliance. • Supervise waste, greenwaste, and recyclables acceptance, handling, storage, and haulage to ensure efficient, safe, and compliant operations. • Monitor daily site activities, workloads, and resources, proactively addressing issues and escalating significant risks or disruptions as required. • Supervise contractors on site to ensure performance, safety, and compliance with contractual and WHS requirements. • Coordinate routine maintenance and minor repairs of plant, equipment, and infrastructure, and promptly report defects or major issues.
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	<ul style="list-style-type: none"> Oversee the procurement of goods and services for day-to-day operations in accordance with delegated authority, budgets, and WMRC procurement policies.
People Management and Leadership	<ul style="list-style-type: none"> Supervise and support Recycling Centre staff, including task allocation, on-the-job coaching, and day-to-day guidance. Prepare staff rosters and approve leave and timesheets in accordance with operational requirements and industrial instruments. Support staff performance, attendance, and conduct by providing feedback, addressing issues early, and escalating formal matters as required. Assist with staff inductions, training, and competency development to ensure safe and effective performance.
Safety Leadership and Compliance	<ul style="list-style-type: none"> Lead and supervise the safe day-to-day operation of the Recycling Centre, ensuring compliance with the WMRC Safety Management System, procedures, and legislative requirements. Actively implement site safety systems, including hazard identification, risk controls, safe work procedures, and safety communications. Conduct and/or coordinate toolbox talks, safety briefings, and staff safety consultations. Ensure all staff and contractors comply with WMRC safety requirements, licences, inductions, and permits. Coordinate first response to incidents and emergencies and ensure timely reporting, investigation, and corrective action. Maintain a current First Aid certificate and actively participate in Safety Committee meetings, contributing site-level insights and recommendations.
Customer and Stakeholder Engagement	<ul style="list-style-type: none"> Liaise with internal and external customers, contractors, and stakeholders to ensure a high standard of professional, courteous customer service. Address customer enquiries and complaints at site level and escalate as appropriate.
Collaboration and Continuous Improvement	<ul style="list-style-type: none"> Work collaboratively with other WMRC staff to resolve operational issues and contribute to consistent service delivery across sites. Identify opportunities for improving safety, efficiency, customer service, and environmental outcomes and provide practical recommendations to the Chief Operating Officer.
Policies and Legislative Compliance	<ul style="list-style-type: none"> Ensure all site activities are conducted in accordance with WMRC policies, procedures, Code of Conduct, and Strategic and Business Plans. Comply with, and support compliance with, applicable legislation including the <i>Work Health and Safety Act 2020</i>, Equal Opportunity and Anti-Discrimination legislation, the <i>Local Government Act 1995</i>, and relevant Awards and Agreements.
Other Duties	<ul style="list-style-type: none"> Undertake other duties relevant to the position and level of responsibility as reasonably required.

Extent of Authority

The Site Operations Lead operates under the direction of the Chief Operating Officer and is authorised to make routine operational decisions necessary for the safe, efficient, and compliant day-to-day operation of the Recycling Centre, within established policies, procedures, budgets, and delegated limits.

Operational Authority

- Make day-to-day operational decisions to ensure the effective acceptance, handling, storage, and haulage of waste, greenwaste, and recyclables.
- Allocate site resources and adjust workflows to respond to operational demands, safety issues, and service disruptions.
- Direct site activities and coordinate immediate responses to operational issues, escalating significant or unresolved matters to the Chief Operating Officer.

People Management Authority

- Direct, supervise, and support Recycling Centre staff in the performance of their duties.
- Allocate daily tasks, manage workloads, and provide on-the-job guidance and coaching.
- Prepare staff rosters and approve leave and timesheets in accordance with operational requirements and industrial instruments.
- Address routine performance, attendance, and conduct matters, and escalate formal disciplinary matters in accordance with WMRC policies and procedures.

Safety and Compliance Authority

- Exercise stop-work authority where there is an immediate or significant risk to health, safety, or the environment.
- Enforce compliance with the WMRC Safety Management System, safe work procedures, and site rules.
- Direct staff and contractors during incidents or emergency situations until relieved by emergency services or senior management.
- Ensure timely reporting and initial investigation of incidents and hazards, escalating notifiable or serious matters.

Contractor and Supplier Authority

- Supervise contractors on site to ensure compliance with contractual, safety, and operational requirements.
- Provide operational direction to contractors within the scope of their engagement.
- Raise and manage service requests and work orders for routine maintenance and minor repairs in accordance with approved processes.

Financial and Procurement Authority

- Procure goods and services required for day-to-day operations within delegated financial limits, approved budgets, and WMRC procurement policies.

- Verify and endorse invoices and service documentation related to authorised operational expenditure.
- Identify and report variations, budget pressures, or non-routine expenditure to the Chief Operating Officer.

Customer and Stakeholder Authority

- Respond to customer enquiries and complaints at site level and initiate appropriate corrective action where required.
- Make operational decisions to maintain customer service standards, escalating sensitive, high-risk, or unresolved matters in accordance with WMRC procedures.

Limitations of Authority

- The Site Operations Lead does not have authority to:
 - Commit WMRC to expenditure beyond delegated limits.
 - Enter into contracts or vary contractual terms.
 - Implement formal disciplinary action, termination, or industrial negotiations.
 - Vary policies, procedures, or strategic directions.

The extent of authority exercised may expand over time in line with demonstrated capability, organisational confidence and changing operational or strategic requirements, subject to approved delegations.

Key Competencies

Safety-Focused Leadership

Demonstrates visible, consistent leadership that prioritises health, safety, and environmental responsibility. Proactively identifies risks, reinforces safe behaviours, and ensures compliance with safety systems, procedures, and legislative requirements.

Operational Judgement

Applies sound judgement in a dynamic operational environment by balancing safety, service delivery, and efficiency. Anticipates issues, assesses risks, prioritises competing demands, and makes timely decisions within delegated authority.

People Leadership

Leads, motivates, and supports staff to achieve safe and effective performance. Provides clear direction, constructive feedback, and practical coaching, and addresses performance or conduct issues professionally and early.

Communication and Influence

Communicates clearly and confidently with staff, contractors, customers, and stakeholders. Delivers concise instructions and safety messages, listens effectively, and adapts communication style to suit operational and customer contexts.

Collaboration and Accountability

Works productively with colleagues across WMRC to resolve issues and achieve consistent service delivery. Takes ownership for site outcomes and actively contributes to a positive, cooperative workplace culture.

Compliance and Governance Awareness

Understands and operates within policies, procedures, delegated authorities, and legislative frameworks. Maintains accurate records, follows approved processes, and supports organisational accountability and transparency.

Continuous Improvement Mindset

Demonstrates a practical commitment to improving safety, efficiency, customer service, and environmental outcomes. Identifies improvement opportunities, learns from incidents or feedback, and contributes ideas that enhance site operations.

Professional Resilience

Maintains professionalism and composure in a physically demanding and occasionally high-pressure environment. Manages competing priorities effectively, adapts to change, and demonstrates reliability, integrity, and personal accountability.

Selection Criteria

Essential Criteria

- 1 *Operational Supervision*
Demonstrated experience supervising operations in a waste management, recycling, industrial, or asset-based environment, with responsibility for day-to-day site performance and compliance.
- 2 *Safety Leadership*
Proven ability to lead workplace health and safety in an operational setting, including hazard identification, risk control, incident response, and compliance with WHS legislation and systems.
- 3 *People Leadership*
Demonstrated experience supervising and supporting staff, including task allocation, on-the-job coaching, rostering, and managing day-to-day performance, attendance, and conduct matters.
- 4 *Contractor Oversight*
Experience supervising contractors and coordinating plant, equipment, and site maintenance to ensure safe, efficient, and reliable operations.
- 5 *Problem Solving*
Strong operational decision-making, problem-solving, and organisational skills, with the ability to prioritise work, allocate resources, and respond effectively to operational issues and disruptions.
- 6 *Communication Skills*
Clear and effective communication and interpersonal skills, including the ability to deliver safety briefings, provide operational instructions, and engage professionally with customers and stakeholders.

Desirable Criteria

- 1 *Relevant Qualifications*
Formal qualification or recognised training in supervision, workplace health and safety, waste management, or a related field.
- 2 *Local Government Experience*
Experience working in a local government or public sector operational environment, with an understanding of governance and compliance requirements.
- 3 *Industry Knowledge*
Knowledge of waste and recycling streams, resource recovery principles, and environmental compliance obligations.
- 4 *Systems Experience*
Experience using organisational systems for rostering, timesheets, incident reporting, procurement, or asset management.
- 5 *Continuous Improvement*
Experience contributing to safety, operational, or service improvement initiatives through working groups, audits, or project activities.

Position Description Review Date:	April 2026
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