



Employment Information Package

Verge Valet Lead

Western Metropolitan Regional Council (WMRC)

2/317 Churchill Avenue, Subiaco WA 6008

Closing date: 4.30pm, 30 April 2026

About this Package

This Employment Information Package has been prepared to support prospective applicants for the Verge Valet 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

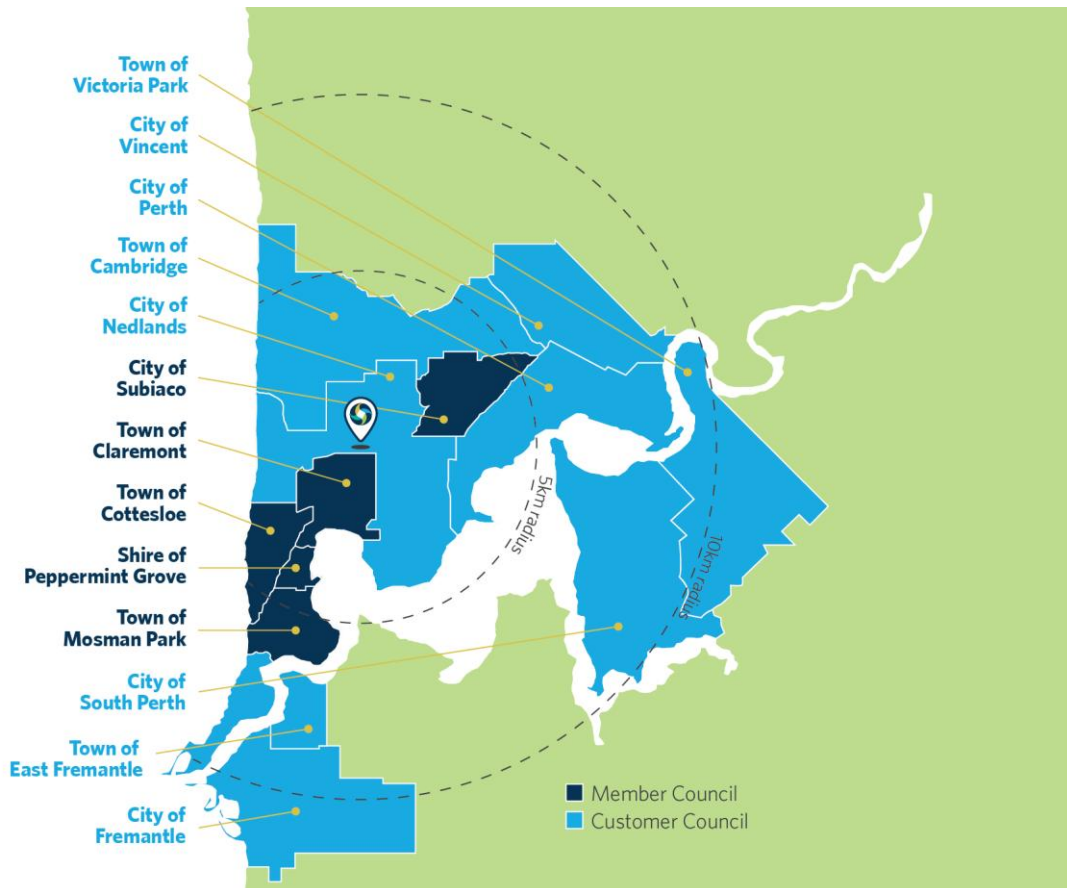
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About WMRC

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.

Verge Valet at WMRC

The Verge Valet™ service is a high-profile, customer-facing waste collection service delivered by WMRC on behalf of participating local governments. The service supports improved resource recovery outcomes by providing residents with structured verge collections that are safe, reliable and well-coordinated.

Verge Valet operates at the intersection of:

- operational service delivery
- contractor and contract management
- customer service and community interaction
- data, scheduling and performance reporting

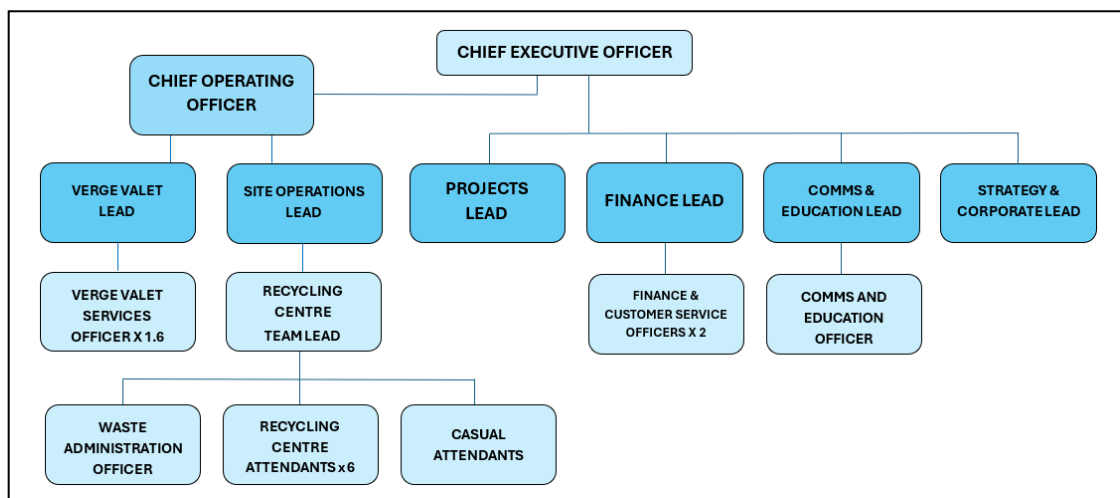
The service is delivered through close collaboration between WMRC and a contracted service provider. Its success depends on effective planning, strong oversight, responsive issue resolution and clear communication with residents and councils.

As the service continues to grow and evolve, Verge Valet™ plays an important role in supporting WMRC's strategic objectives relating to:

- Service Excellence and Asset Optimisation
- Environmental Performance and Resource Recovery
- Market Development and Financial Sustainability
- Community Engagement and Behaviour Change

The Organisational Structure

The Verge Valet 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 leads rather than traditional managerial layers, enabling stronger accountability, faster decision-making and improved cross-functional collaboration.

The Verge Valet Lead:

- reports directly to the Chief Operating Officer
- holds end-to-end responsibility for the Verge Valet service
- works closely with other functional leads, including Communications and Education, Strategy and Corporate, Finance, Projects and Site Operations

This structure ensures Verge Valet™ is integrated with broader organisational planning, performance management and customer service functions, while retaining a strong operational focus.

The Position

Functional Leadership

The Verge Valet Lead is responsible for the end-to-end oversight of the Verge Valet™ service, ensuring it is delivered safely, reliably and in accordance with agreed service standards, contractual requirements and organisational policies.

The role balances:

- day-to-day operational oversight
- contractor performance management
- customer service and hotline supervision
- forward planning and coordination
- continuous improvement and service development

The Lead maintains a whole-of-service perspective, monitoring delivery performance while proactively identifying risks, emerging issues and opportunities to improve service efficiency, safety and customer experience.

Operating Environment and Complexity

The Verge Valet Lead operates in a demanding service environment that is:

- high-volume and customer-facing
- delivered through third-party contractors
- subject to seasonal variation and changing community demand
- visible to councils, residents and elected members

Success in the role requires strong operational capability, sound judgement and the ability to balance contractual, customer, safety, reputational and organisational considerations in real time.

The role also requires close collaboration with the Communications and Education function to ensure residents receive clear, accurate and timely information about service arrangements and changes.

Why the Role Matters

The Verge Valet Lead plays a critical role in WMRC's ability to:

- deliver reliable, high-quality verge collection services
- support improved material recovery and reduced landfill reliance
- meet Member Council expectations and contractual obligations
- manage customer enquiries, complaints and service issues effectively
- protect WMRC's reputation as a trusted regional service provider

The role directly influences community experience, council confidence and the long-term sustainability of a growing core service offering.

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: \$112,098 – \$126,088
- 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.

Lodging Your Application

Applications must include:

- Cover letter addressing the essential and desirable selection criteria
- 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 30 April 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

VERGE VALET LEAD

Position Reference:	OPS-VVL-01
Classification Level:	Level 8
Report to:	Chief Operating Officer
Employment type:	Full Time Permanent
Location:	WMRC Administration Offices (Subiaco)
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.

The Verge Valet™ service is a strong example of WMRC's service delivery approach, combining complex operational requirements with a high level of customer and community interaction. The service relies on close collaboration across WMRC teams and with the contracted service provider, and is delivered to selected member councils as well as several other local governments.

Primary Purpose of Role

The primary purpose of this role is to provide end-to-end oversight of the Verge Valet service to ensure it is delivered safely, reliably, and to agreed standards. This includes managing contractor performance to ensure compliance with contractual requirements, service schedules, and safety obligations. The role maintains a strong customer service focus, ensuring resident enquiries and issues are followed up promptly, resolved efficiently, and supported by clear communication, while keeping a clear overall view of service delivery performance.

The role is responsible for forward planning and coordination to anticipate demand and ensure the service is well prepared and runs smoothly. It ensures booking systems, data accuracy, and reporting are aligned to support effective decision-making and accountability. The position actively drives continuous improvement by identifying opportunities to enhance efficiency, lift service performance, and add value to member councils. Strong stakeholder engagement with internal teams and contractors is central to the role, alongside proactively identifying business development opportunities to grow participation and improve the overall service offering.

Extent of Authority

The position is authorised to:

- Provide professional advice and recommendations to internal stakeholders on the planning, delivery and performance of the Verge Valet™ service.
- Lead the day-to-day coordination and oversight of the Verge Valet service to ensure safe, reliable delivery in accordance with contractual requirements, service standards and organisational policies.
- Make routine operational decisions relating to service scheduling, issue resolution, customer enquiries and hotline operations within approved procedures and delegations.
- Manage contractor performance for the Verge Valet service, including monitoring compliance, addressing routine performance issues and initiating corrective actions in line with contract terms.
- Oversee the operation of the Verge Valet telephone hotline, including service standards, escalation pathways and quality of customer responses.
- Manage service delivery within approved budgets and resource allocations and procure goods and services within delegated authority and organisational policies.
- Represent WMRC in operational meetings, working groups and discussions with councils, contractors and stakeholders relating to the Verge Valet service, as delegated.

The position does not have authority to:

- Commit WMRC to new services, contractual variations, expenditure outside approved delegations, or changes to service scope without appropriate approval.
- Make decisions that alter organisational strategy, governance arrangements or Member Council obligations.
- Resolve matters of a highly sensitive, political or reputational nature without escalation and direction from the Chief Operations Officer or the Chief Executive Officer.

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.

Responsibilities and Accountabilities

Service Oversight and Delivery	<ul style="list-style-type: none">• Provide end-to-end oversight of the Verge Valet™ service to ensure it is delivered safely, reliably and in accordance with agreed service standards, contract terms and operational procedures.• Maintain a whole-of-service view, monitoring day-to-day delivery while proactively identifying emerging risks or issues that may impact service continuity or quality.• Ensure service schedules, booking processes and operational plans are effectively coordinated and communicated to support smooth service delivery.
Contract and Contractor Management	<ul style="list-style-type: none">• Manage the performance of the contracted service provider, including monitoring compliance with contractual obligations, safety requirements, service specifications and agreed KPIs.

	<ul style="list-style-type: none"> • Act as the primary liaison between WMRC and the contractor, facilitating clear communication, issue resolution and continuous alignment on service expectations. • Escalate non-performance or safety concerns as required and contribute to remedial actions or performance improvement processes.
Customer Service, Hotline Oversight and Issue Resolution	<ul style="list-style-type: none"> • Oversee the operation of the Verge Valet telephone hotline to ensure it provides a responsive, accurate and customer-focused first point of contact for residents and councils. • Ensure enquiries, complaints and service requests received via the hotline are logged accurately, followed up promptly and resolved efficiently. • In collaboration with the Communications and Education Lead, monitor the Recycling Hotline performance, including call handling, escalation pathways, response times and quality of information provided. • Identify recurring themes or issues arising from hotline interactions and use this intelligence to inform service improvements and communication priorities. • Support clear, consistent and timely communication to residents regarding service arrangements, changes or disruptions.
Planning, Coordination and Demand Management	<ul style="list-style-type: none"> • Lead forward planning and coordination to anticipate service demand, seasonal variations and council requirements. • Work closely with internal teams and the contractor to ensure the service is operationally ready, appropriately resourced and able to respond effectively to changing needs. • Contribute to service planning to support expansion, scheduling changes or the introduction of service improvements.
Data, Systems and Reporting	<ul style="list-style-type: none"> • Ensure booking systems, hotline records, service data and operational information are accurate, complete and maintained in line with organisational requirements. • Monitor service and hotline performance data to support oversight, reporting and evidence-based decision making. • Prepare and contribute to regular service reports for internal stakeholders, member councils and management, highlighting performance, risks, trends and improvement opportunities.
Continuous Improvement and Service Development	<ul style="list-style-type: none"> • Actively identify opportunities to improve service efficiency, safety, customer experience and value for member councils. • Lead or contribute to continuous improvement initiatives, including process reviews, system enhancements and refinements to hotline and customer service arrangements. • Support the development of proposals or business cases for service enhancements, growth opportunities or expanded council participation.
Stakeholder Engagement and Collaboration	<ul style="list-style-type: none"> • Build and maintain effective working relationships with internal WMRC teams to support coordinated service delivery.

	<ul style="list-style-type: none"> • Engage positively with member councils and participating local governments to understand expectations, respond to feedback and support successful service outcomes. • Represent the Verge Valet service in internal forums or meetings as required.
Governance, Safety and Accountability	<ul style="list-style-type: none"> • Ensure the Verge Valet service and associated hotline operate in line with WMRC's governance, safety, risk management and accountability frameworks. • Support compliance with WHS obligations by promoting safe work practices and ensuring safety issues are addressed promptly. • Exercise sound judgement in operational and service-related decision making, balancing contractual, customer, reputational and organisational considerations.

Key Competencies

Waste and Resource Recovery Service Knowledge

Demonstrates sound knowledge of waste and resource recovery service delivery, including kerbside and verge collection models, operational constraints, safety requirements and regulatory considerations. Applies this understanding to oversee effective service delivery, respond to issues and support informed decision-making by councils and stakeholders.

Operational Thinking and Systems Perspective

Demonstrates the ability to view service delivery holistically across operational, customer, contractor and organisational contexts. Understands how scheduling, logistics, customer interactions, data and contractor performance interrelate and proactively identifies risks, dependencies and opportunities for improvement.

Leadership and Collaborative Working

Provides confident, inclusive and practical leadership within an operational environment. Works collegiately with internal teams and contractors, promotes accountability and fosters a culture of shared responsibility, problem solving and continuous improvement.

Clear Communication and Service Influence

Exhibits strong written and verbal communication skills, with the ability to convey service requirements, issues and decisions clearly to contractors, councils and internal stakeholders. Influences service outcomes through effective communication, negotiation and relationship management rather than formal authority.

Customer Service and Community Focus

Demonstrates a strong customer service orientation, with an ability to manage enquiries, complaints and service issues sensitively and efficiently. Ensures customer interactions supported through the hotline and other channels are accurate, timely and contribute to positive service experiences.

Stakeholder and Contractor Management

Builds and sustains effective working relationships with member councils, participating local governments and contracted service providers. Manages expectations, aligns priorities and works constructively through differing perspectives to achieve reliable service outcomes.

Political and Organisational Acumen

Understands the operating environment of local and regional government service delivery, including governance processes, public accountability and reputational considerations. Applies sound judgement and discretion when managing issues, complaints or sensitive situations.

Analytical Thinking and Performance Monitoring

Uses service data, hotline insights and performance information to monitor delivery, identify trends and support continuous improvement. Able to assess performance against agreed standards, identify root causes of issues and recommend practical improvements.

Planning, Coordination and Resource Management

Effectively plans service delivery activities, schedules and resources in coordination with contractors and internal teams. Manages competing priorities to ensure services are delivered efficiently, safely and in line with agreed timelines and budgets.

Resilience and Adaptability

Remains effective in a high-volume, customer-facing and sometimes politically sensitive service environment. Adapts approaches in response to changing priorities, service disruptions or emerging issues while maintaining a focus on service reliability and customer outcomes.

Integrity and Professional Accountability

Acts with integrity, transparency and professionalism at all times. Demonstrates accountability for decisions, complies with organisational policies and safety requirements, and models behaviour consistent with WMRC's values and public-sector obligations.

Selection Criteria

Essential Criteria

- 1 *Waste and resource recovery service knowledge*
Demonstrated understanding of waste and resource recovery service delivery, including verge or kerbside collection models, operational and safety requirements, contractor-delivered services and local government operating contexts.
- 2 *Operational planning and service coordination capability*
Demonstrated capability in planning, coordinating and overseeing operational services to ensure delivery is safe, reliable and aligned with agreed schedules, service standards and organisational capacity.
- 3 *Leadership and collaborative working*
Demonstrated leadership capability, including the ability to guide staff or contractors, work collaboratively across teams and organisations, and foster accountability and problem-solving in a service delivery environment.

- 4 *Communication, customer service and stakeholder engagement skills*
Highly developed written and verbal communication skills, with experience managing customer enquiries, complaints or service issues, and engaging councils, contractors and internal stakeholders to align expectations and support effective service outcomes.
- 5 *Performance monitoring, improvement and systems capability*
Demonstrated ability to use service data, systems and feedback (including hotline or customer interaction data) to monitor performance, identify trends and drive service improvements.
- 6 *Professional judgement, integrity and adaptability*
Sound judgement and organisational awareness in a public-sector or regulated environment, supported by high standards of integrity, resilience, adaptability and the ability to operate effectively in a high-profile customer-facing service.

Desirable Criteria

- 1 *Operational or service-delivery leadership experience*
Experience leading or coordinating a customer-facing operational service, including responsibility for service oversight, contractor or supplier coordination and performance monitoring.
- 2 *Local government or complex public-sector experience*
Experience working within local or regional government, or a similarly complex public-sector environment, with an understanding of governance, reputational and accountability considerations.
- 3 *Contractor and commercial management experience*
Experience managing contracts, service providers or suppliers, including performance oversight, issue resolution and value-for-money considerations.
- 4 *Customer contact centre or hotline oversight experience*
Experience overseeing a telephone hotline or customer service function, including call handling processes, escalation pathways and quality assurance.
- 5 *Service development or continuous improvement experience*
Experience contributing to service improvements, business development opportunities or service expansion through operational insights, data analysis or stakeholder engagement.

Position Description Review Date:	April 2026
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