

Position Description (Employee)

Sustainability Engagement Officer – Residential

Division	City Life
Business Unit	Sustainability Programs
Grade/Band	5
Position Number	DS4018
Date position description approved	11/09/2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The Sustainability Engagement Officer (Residential) will develop and deliver strategic programs to achieve better environmental performance in residential strata communities. Partnering with diverse stakeholders in government, community and industry the Officer will work to deliver actions within the City of Sydney's Residential Apartments Sustainability Plan. The focus is to build capacity within the strata sector to reduce carbon emissions, water consumption and reduce waste to landfill in line with City of Sydney targets.

Key accountabilities

- Support and encourage environmental performance improvement within the customer sectors of the City of Sydney in line with Sustainable Sydney 2030. Current customer sectors being Commercial Office; Accommodation and Entertainment; and Residential.

- Maintain a continual improvement cycle and seek opportunities to integrate and leverage services and actions across the City that improve service efficiency and effectiveness.
- Develop, deliver and evaluate programs, services and actions to achieve the outcomes expressed in the Residential Apartments Sustainability Plan and in other relevant sector/ action plans across the City.
- Maintain collaborative relationships with key internal and external stakeholders to promote their continued participation and engagement in the City's sustainability programs and services.
- Maintain awareness and expertise in relevant environmental issues, methods, policy and legislation, specifically the Strata Schemes Management Act 2015.

Key challenges

- Delivering accurate and consistent work within a high volume environment.
- Establishing and maintaining effective partnerships with multiple stakeholders and consulting effectively to drive strategic objectives.
- Managing often competing needs, aims and objectives from community, external and internal stakeholders

Key relationships

Who	Why
Internal	
Manager and sector team	<ul style="list-style-type: none"> • Report on progress towards business objectives and discuss future directions • Provide expert advice, collaborate and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions
Sustainability Programs Unit	<ul style="list-style-type: none"> • Collaborate across team to learn and drive sustainability outcomes for community, business and visitors. • Engage on theory of change and monitoring and evaluation processes across team.
Teams across City Life and other divisions as appropriate (eg Sustainability Strategy, Marketing)	<ul style="list-style-type: none"> • Provide expert advice and collaborate on a range of project related issues and strategies • Optimise engagement to achieve defined outcomes • Manage expectations and resolve issues
External	
Government, community and industry stakeholders	<ul style="list-style-type: none"> • Engage and collaborate in the development, delivery and evaluation of programs and advocacy campaigns to build support and momentum around sustainability action and

Who	Why
	<p>ensure a customer-centric approach to achieving outcomes.</p> <ul style="list-style-type: none"> • Manage expectations and resolve issues.
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Communicate needs, facilitate routine business transactions and resolve issues. • Negotiate and manage contracts and service agreements. • Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements.

Key dimensions

Decision making

The position is accountable for decisions regarding all project operational objectives and for the provision of advice to manager, project team members and relevant stakeholders on day to day operational decisions.

Reports to

Sustainability Engagement Manager (Residential)

Essential Knowledge, Skills & Experience

- Tertiary qualification at degree level in sustainability or other relevant discipline, and/or extensive relevant experience (particularly in strata residential context).
- Demonstrated experience in the design, implementation and evaluation of sustainability programs and behaviour change campaigns.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Intermediate
	Demonstrate Accountability	Intermediate
	Manage Self	Adept
	Display Resilience and Adaptability	Intermediate
Relationships	Work Collaboratively	Adept
	Communicate and Engage Respectfully	Advanced
	Community and Customer Focus	Adept
	Influence and Negotiate	Intermediate
Results	Deliver Quality Results	Intermediate
	Create and Innovate	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
Resources	Finance	Intermediate
	Technology and Information	Intermediate
	Assets and Tools	Foundational
	Procurement and Contracts	Adept

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that to be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Initiates action on team/unit projects, issues and opportunities Accepts and tackles demanding goals with drive and commitment Seeks opportunities to apply and develop strengths and skills Examines and reflects on own performance Seeks and responds well to feedback and guidance
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Contributes to a culture of respect and understanding in the organisation Creates an atmosphere of trust and mutual respect within the team Builds cooperation and overcomes barriers to sharing across teams/units Relates well to people at all levels and develops respectful working relationships across the organisation Identifies opportunities to work together with other teams/units Acts as a resource for other teams/units on complex or technical matters

Relationships Communicate and Engage Respectfully	Advanced	<ul style="list-style-type: none"> • Presents with credibility and engages varied audiences • Translates complex information concisely for diverse audiences • Creates opportunities for others to contribute to discussion and debate • Demonstrates active listening skills, using techniques that contribute to a deeper understanding • Is attuned to the needs of diverse audiences, adjusting style and approach flexibly • Prepares (or coordinates preparation of) high impact written documents and presentations
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources Procurement and Contracts	Adept	<ul style="list-style-type: none"> • Prepares documents that clearly set out business requirements, deliverables and expectations of suppliers • Delivers open, transparent, competitive and effective procurement processes • Manages relationships with suppliers and contractors to ensure expectations are clear and business needs are met • Takes appropriate actions to manage and mitigate procurement and contract management risks