

Position Description

Position Title	Festivals and Events Officer
Directorate	Community Strengthening
Department/Business Unit	Community Wellbeing / Festivals and Events
Team	Festivals and Events
Classification	Band 5
Date	January 2024

Reports to:	Coordinator Festivals and Events
Supervises:	<ul style="list-style-type: none"> On site Contractors, and Volunteers during event delivery including Site Manager. On site Community, Corporate or Government agencies during the delivery of Festivals and events.
Internal Liaison:	<ul style="list-style-type: none"> All members of the Community Wellbeing department Officers in City Planning, Design and Amenities, Governance (including Mayoral office), Business Engineering and Major Projects, Finance and Information Technology, Communications and Customer Services, and Culture and Innovation and all other Council Department
External Liaison:	<ul style="list-style-type: none"> Community, Corporate, and Government agencies' event organisers, Contractors and performers, Volunteers, Sponsors, and the General Public.

Position Objectives

Your primary purpose in this position is:

- Under guidance of the Coordinator Festivals and Events successfully plan, coordinate, promote, deliver, and evaluate Council-led festivals and events, including:
 - researching and investigating appropriate activities and projects to maximise the planning and delivery of Festivals and Events,
 - assisting in the forward planning and development of Council's Festivals and Events and other public engagement programs, as required,
 - providing support and specialised advice to Community, Corporate, Government agencies and internal Council Departments in the planning and delivery of their festivals and events,
 - building and maintaining effective relationships with relevant key stakeholders to ensure flexible and responsive service to the community; and
 - ensuring widespread and effective marketing of Council-led festivals and events by working collaboratively with Media and Communications and external promotional agencies.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

Tertiary qualification in Event Management or related fields with little or no relevant work experience (or) alternative lesser formal qualifications with relevant work skills or through the relevant skills, knowledge, and experience required for this role. Relevant skills, knowledge, and experience should include demonstrated:

- ability planning and delivering safe, secure, and successful events and festivals including:
 - development, implementation, and evaluation of festivals and events:
 - collecting and analysing festivals and event data,
 - positively managing volunteers and working with local communities
 - programming and promoting entertainment at festivals and events,
 - understanding of Risk Management preferably with OHS or Safety Officer training,
 - ability to develop and maintain effective partnerships and networks with key stakeholders.
- ability to write reports to professional standards, collate relevant data and integrate into reports, and use a variety of computer applications including the Microsoft Office suite of programs.

- experience and commitment contributing to and working within a multidisciplinary team environment.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☒ ongoing First Aid and CPR (specify) including:
 - ☒ Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Delivery of Council run Festivals and Events</u>	<ul style="list-style-type: none"> • Under guidance of the Coordinator, plan, develop and implement high quality festivals and events including: <ul style="list-style-type: none"> ◦ identifying sources of sponsorship for the delivery of festivals and events, ◦ applying creativity and innovation when programming activities, performances and entertainment at Council festivals and events; and ◦ the development of proposals and evaluations, program budgets, administering allocated resources following accepted Council procedures, maintaining accurate records and statistical information. • Provide specialist advice, liaise and support to internal Council Departments planning and delivering Council festivals and events as required and build partnerships and active participation in Council-led festivals and events. • Direct the work of relevant contractors and liaise with the operational staff (e.g. site manager, safety officer, etc.) at Council festivals and events as required. • Provide induction process to all event contractors, external stakeholders, staff, and volunteers to cover duties and tasks and all required Occupational Health and Safety requirements for the event and the site.
<u>Community Festival and Event support</u>	<ul style="list-style-type: none"> • Oversee the receipt and prompt review of event application forms received from Community, Corporate and Government agencies' event organisers using agreed procedures and specialised knowledge: <ul style="list-style-type: none"> ◦ actioning or arranging for further information to be provided by the event organiser before distributing to relevant departments in a timely manner. ◦ liaising with other internal stakeholders regarding community events permits, planning and communicating with all parties in a respectful and well informed manner; and ◦ attending meetings with community organisers and providing advice and related assistance, as required. • Plan and deliver Event Organisers Network (EON) meetings and e-newsletter as required • Attend the Event Organisers Network (EON) and community events as required.
<u>Volunteer Management at Council's Festivals and Events</u>	<ul style="list-style-type: none"> • Under the guidance of the Coordinator Festivals and Events, coordinate volunteer presence at Council-led festivals and events. • Provide briefing to volunteers and oversee volunteers during the delivery of Festivals and Events delivery,
<u>Event Marketing and Evaluation</u>	<ul style="list-style-type: none"> • Develop sponsorship proposals and partnership as required along with high quality marketing collateral and publicity for Council's festivals and events. • Ensure Council's festival and events program and related activities are included in the Council's online events calendar and any associated social media forums in a timely manner. • Ensure information is provided to the Media and Communications unit for inclusion in initiatives such as The City publication by required deadlines. • Under guidance of the Coordinator Festivals and Events, prepare evaluation surveys, analysing the evaluation of information collected at Council's festivals and events, and supporting community organisers to undertake effective evaluation of their events.

<u>General Administration</u>	<ul style="list-style-type: none"> • Support the Coordinator Festivals and Events with forward planning and development of the business unit, including the identification of funding opportunities and the preparation of strategic report documents as directed. • Be the key point-of-contact for contractors, art / entertainment organisations, artists, community representatives, and any other relevant internal/external stakeholders in the lead up to events and on the event day. • Ensure high quality administration support is provided to the Festivals and Events Working Group. • Complete other administration and support tasks that may arise from time to time.
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Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required.
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children. • Promote positive work practices with children. • Establish boundaries around acceptable and unacceptable behaviour in relation to children. • Adhere to reporting obligations where there is suspected or discovered child abuse.
Child Safety	<ul style="list-style-type: none"> • Promote positive work practices with children. • Establish boundaries around acceptable and unacceptable behaviour in relation to children. • Adhere to reporting obligations where there is suspected or discovered child abuse.
Climate Change & Sustainability	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> • Remain mindful of the requirements of the Victorian Charter of Human Rights at all times. • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> • Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> • Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Vision and Hearing Requirements

- ☐ This position requires a vision test
☐ This position requires a hearing test

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written	Liaise with key stakeholders to meet council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks	Able to concentrate and focus attention to tasks to ensure accuracy of festivals and events planning and delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities	Administrative and/or logistic tasks in office and site environment. Liaise with key stakeholders to meet council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position	Administrative and/or logistic tasks in office and site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day	Able to use strategic thinking to ensure accuracy of festivals and events planning and delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope	Liaise with key stakeholders to meet council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	Administrative and/or logistic tasks in office and site environment. Liaise with key stakeholders to meet council requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control.	Administrative and/or logistic tasks in office and site environment. Liaise with key stakeholders to meet council requirements and dealing with aggressive or upset customers/clients. Exposure to stressful or distressing situations including meeting specified deadlines, demands and production.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	Project management of several festivals and events. Administrative and/or logistic tasks in office and site environment. Exposure to stressful or distressing situations including meeting specified deadlines, demands and production.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- ☐ This position does not require more than 10-15% manual handling/physical
- ☒ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – <i>stay in a seated position</i>	During all administrative and logistic planning in the office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – <i>standing in an upright position, moving less than 3 steps</i>	Meeting and liaising work with key stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking – <i>In an upright position, moving more than 3 steps</i>	High frequency of standing on the site at the festivals and events delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Required during monitoring the festivals and events planning and delivery.				
	Meeting and liaising work with key stakeholders.				
	High frequency of standing on the site at the festivals and events delivery.				
	Required during monitoring the festivals and events delivery .				
Non-manual handling					
Crawling – <i>Move on the hands & knees or by dragging the body close to the ground</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task details	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Crouch / squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels	Maybe required to move materials on the ground and kneeling or lower their body to the ground. Required during monitoring the festivals and events delivery.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	Required to twist or do trunk rotation, reach out and/or bend forward and down from the waist when storing and disseminating promotional resources and delivering festivals and events. Use of trolley in delivery of festivals and events. Rotating the body during all preparation and delivery of festivals and events paraphernalia including all administrative and logistic planning and delivery of festivals and events in the office and on-site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting / trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Fine manipulation / pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm	Required to use fine manipulation when storing and disseminating boxed up material including opening boxes, container, etc. During all administrative and logistic planning and delivery of festivals and events in the office and on-site environment. Occasionally using hand tools for maintenance or security of certain material may require some use of hand tools (e.g. scissors, screwdriver, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power / open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Writing / typing	During all administrative and logistic planning and delivery of festivals and events, which majority happens in the office but might require on-site environment. Reporting/monitoring and meeting requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders	Various type of small step ladders (less than 1.8 metres) might be occasional used based on office/onsite.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level	Maybe required to move materials while sitting on the ground and kneeling or lower their body to the ground. Required during monitoring the festivals and events delivery.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift / Carry / Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders	Handling festivals and events material on-site and in the office environment when delivery occurs from other organisations / businesses. Preparing paraphernalia when supporting community festivals and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing / Pulling – Applying force to move		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>something away or closer to one's self, including static positions</i>					
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task	Generally, no more than 15kgs. More than one person to carry more than 15kgs. Materials may be lifted by mechanical means such as trolley. Movement with carrying any weight is minimise with the use of mechanical devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg	Cases of drinks.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	Boxed up paraphernalia.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Festivals and events resources (e.g., bollards, banners).	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg	Heavy materials in this category will need two persons lift and use mechanical devices to assist. Occasionally moving generator onsite.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Preparing and packing up equipment from and to stage, from or to table, from or to vehicles in the office and on-site environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift overhead	Only light material that is to be moved. Lifting light material overhead is occasional (e.g., decoration, signs).	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Where there is use of trolleys during the delivery both in office and site environment or built-in trolley (e.g., generator placement). Use of trolley in delivering paraphernalia	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- In consultation with Coordinator Festivals and Events, maintaining the highest quality and overall safety of Council-led Festivals and Events programs:
 - overseeing the circulation of applications for Council Event Permits within the prescribed timeframes and liaising with organisers to facilitate the permit process.
 - ensuring that all events delivered by the festivals and events team have appropriate promotional material and marketing plan.
 - coordinating the delivery of festivals and events on event days, referring to the nominated Site Manager and Safety Officer for critical decisions or in case of an emergency.
 - developing, implementing, and analysing surveys data captured at festivals and events.

- supporting community, corporate or government agencies' event organisers through the provision of specialist advice for the successful progress of their event applications.

- providing information to ensure event's organisers of all festivals and events delivered on Council land demonstrate a thorough understanding of their Duty of Care and their event documentation meets the requirements of the relevant Council departments.
- Where responsible for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with the Coordinator Festivals and Events and a regular reporting mechanism to ensure adherence to plans.
- Where responsible for provision of specialist advice to and/or regulation of internal or external stakeholders, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by the Coordinator Festivals and Events.
- Where providing direct support and assistance to the Coordinator Festivals and Events, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the Coordinator Festivals and Events.

Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The objectives of the work are usually well defined; however, the role may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently:

- Induct event volunteers, staff, and contractors to support the safe delivery of a suite of festivals and events,
- Research and implement responsive approaches to identified Festivals and Events operational needs as required.

With Input from and Recommends to the Coordinator Festivals and Events:

- Oversee contractors and other temporary staff working to deliver Council's festival and events.
- Source appropriate community and professional service providers for festivals and events delivered by the Festivals and Events team and secure appropriate contracts within defined financial limits and procurement guidelines.
- On decisions relating to future development of a range of festivals and events.

Guidance:

- Decisions are to be made in accordance with business unit policies and procedures with guidance and advice usually being available from the Coordinator Festivals and Events within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Skills and knowledge in planning, promoting, delivering, and evaluating large public outdoor events, including experience:
 - managing a volunteer and contract work force to assist in the delivery of events and festivals; and
 - working closely with a culturally diverse community and community event organisers
 - liaising and facilitating outcomes in order to provide responsive services for community, corporate, or government agencies event organisers
 - assisting with the preparation of the Festivals and Events budget, reports for Council and funding bodies as required
- Ability to liaise with a wide range of individuals and organisations, including specialist services and where interpreting regulations also requires an understanding of the underlying principles involved as distinct from the practices.
- An understanding of the Risk Management requirements and the implementation of effective procedures and programs that ensure the delivery of safe and compliant events.
- An understanding of the role and function of the Coordinator Festivals and Events, an understanding of the long-term goals of the business unit and an appreciation of the goals of the organisation.

Management & Interpersonal skills

The position requires the following essential skills and knowledge:

- Effectively manage time, setting priorities, planning, and organising one's own work in accordance with Festivals and Events team needs, stakeholders, and community liaison, so as to achieve specific and set objectives of the Festivals and Events business unit in the most efficient way possible within the resources available and within a set timetable.
- Where supervising events (including contractors and volunteers), the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Ability to gain cooperation and assistance from key stakeholders, members of the public and other employees in the administration of well-defined festivals and events and in the supervision of volunteers, and contractors where appropriate.
- The ability to prepare and write reports on key festivals and events undertaken and/or prepare external correspondence.

Verification & Approvals

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Prepared by	Yohana Jury	Approved via Workflow process	January 2024
Manager	Marcus Foster	Approved via Workflow process	January 2024
Director	Peta Gillies		
Occupant			

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

- Accepts personal responsibility for outcomes within their control

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

