

Position Description

Position Title	Art Programs and Promotions Officer
Directorate	Community Strengthening
Department/Business Unit	Community Arts, Culture and Development
Team	Arts and Cultural Development
Classification	Band 5
Date	Feb 2024

Reports to:	Arts and Cultural Promotions Lead
Supervises:	Program facilitators, volunteers
Internal Liaison:	All Arts and Cultural Development team, Media and Communications team, Festivals and Events team, Activity Centres Revitalisation team, Greater Dandenong Business, Community Services, Community Facilities, , Library Services, Drum Theatre, Parks and Gardens, Council staff.
External Liaison:	Media organisations, designers, hirers, participants, tutors, schools, tertiary institutions, community groups, community services providers, performers, artists, Artists in Residence, Arts organisations, and peak bodies.

Position Objectives

Your primary purpose in this position is to:

- Support the promotion of the City of Greater Dandenong's creative and cultural services and venues through a range of media engagement outcomes as well as engaging the community through online arts-based programming.
- Oversee the implementation of innovative online programs, developed from various sources including external providers, to support wider service objectives associated with exhibitions and activations at Council's cultural and community venues.
- Ensure online content delivery is relevant to local communities, related to Council arts and cultural strategies, and contribute to programming priorities at Council's cultural facilities.
- Support the development and delivery of promotional and marketing strategies, activities and collateral for creative and cultural programs, services and venues within the City of Greater Dandenong.
- Assemble and interpret data to guide program and promotional decision making.
- Work collaboratively with Council's Media and Communications Unit.
- Support the delivery of other arts programming and exhibition activities throughout the City of Greater Dandenong.

Key Selection Criteria

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

Essential:

- A tertiary qualification in a field relevant to art and cultural development or related discipline with a little relevant work experience in arts and cultural programming, community arts engagement, or audience development preferably via online platforms. Relevant work experience can include:
 - experience in community arts programming and the delivery of integrated services and programs.
 - experience in identifying and developing external partnerships, relationships with professional service providers and sector based peak bodies and external program

- advocates.
- proven skills in coordinating activities and resources that promote and support arts education, professional development programming for the arts sector, and related community programs and services.
- ability to supervise and coordinate volunteers and contractors to support a community facility, preferably related to cultural facilities.
- competency in managing an operational budget, and in identifying potential business or commercial sponsors.
- proven skills in coordinating activities and resources that promote and support arts education, professional development programming for the arts sector, and related community programs and services.
- experience in successfully applying to funding bodies for resources to deliver significant programs.
- Well-developed interpersonal, oral and written communication skills. Experience in working with culturally and linguistically diverse communities will be highly valued.
- Competency in delivering quality customer service including sound oral and written communication skills.
- Demonstrated knowledge of a range of marketing techniques including advertising, direct marketing, publicity, online/e-marketing, social networking and other tools.
- Demonstrated proficiency in a range of relevant software applications including the Microsoft Office suite of products and an understanding of relevant design software.

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

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Online Programs and Engagement	<p>Main areas of responsibilities will include but is not limited to:</p> <ul style="list-style-type: none"> ● In conjunction with the Curatorial Officer to develop a comprehensive calendar of public engagement programs and events for Council’s Arts and Cultural Development’s online profile, delivered through a range of Council approved platforms, to maximise participation and community engagement with the arts. ● Under direction, arrange all aspects of the programs including sourcing facilitators, tutors, arranging booking processes and protocols, overseeing operations, and ensuring access and inclusion provisions are met including but not limited to writing transcripts for pre-recorded video content. ● Oversee the creation and commissioning of pre-recorded and live online collateral ensuring that content meets with agreed guidelines. ● Support the delivery of online programming and profile for the Drum Theatre and undertake the delivery of ancillary activities and opportunities for creative engagement that result from The Drum program of events. ● Review all programs regularly to ensure that they are within budget, meet strategic aims and report significant variances to the Arts and Cultural Promotions Lead. ● Seek and record participant feedback for service improvements. ● Liaise with Council staff at the Cultural Venues collaboratively to assist in developing future arts programs and activities both online and within venues.
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	<ul style="list-style-type: none"> • Assist the Curatorial Officer to deliver a complimentary and comprehensive program of in-person activities and programs at Council's cultural venues and within the municipality to an excellent standard. • Partnerships
Marketing and Promotions	<ul style="list-style-type: none"> • Develop and support the implementation of online presence for both the Arts and Cultural Development unit and the Drum Theatre, ensuring online presence relating to cultural venues, exhibitions, associated programming and services is relevant, dynamic and up to date. • Work collaboratively with the Media and Communications team to ensure that appropriate online copyrighting and intellectual property regulations are appropriately applied to all content output. • Have input into the timely preparation of accurate and creative publicity, collateral, catalogues and any related resources for Council's cultural venues in conjunction with artists, facilitators, community groups, education institutions and the Media and Communications Team and in accordance with corporate standards. • Research opportunities for joint promotions and marketing of programs in conjunction with other cultural facilities, programs or organisations. • Oversee the development and delivery of high-quality social media posts and review social media responses across a variety of platforms; this may require some minor image editing capability. Where required, prepare timely answers to customer questions posted on social media, in conjunction with Council's Media and Communications Unit. • As instructed by the Arts and Cultural Promotions Lead, oversee the design of marketing material including digital and print media. • Collect and collate statistical information to monitor and improve visitor satisfaction, brand awareness, cultural facility visitation and cultural participation. • Support the Arts and Cultural Promotions Lead as instructed.
Program Operations	<ul style="list-style-type: none"> • Work collaboratively with Community Arts, Cultural and Libraries staff to ensure clear communication of planned programming and the smooth operations of online offerings in synergy with services provided by other teams. • Ensure that the delivery of programming and online services meet with Council guidelines and policies. Where information is not available to research, identify and develop best practise guidelines under the supervision of Arts and Cultural Promotions Lead. • Ensure that excellent customer service is provided to facilitators, tutors and users related to programming. • Maintain accurate financial records in line with Council procedures, including ensuring that all invoices and quotes are accurate. • Contribute to submissions for any grant or other funding opportunities for the facilities, programs and activities. • Provide regular monthly updates to Arts and Cultural Promotions Lead on program attendances, customer satisfaction levels, new initiatives and other related activities and assist the Arts and Cultural Development Officer to review and develop appropriate Evaluation procedures ongoing. • Prepare a variety of written reports, briefings, press releases and other material as required. • From time to time to assist in the delivery of programs and activations at Council's cultural venues and throughout the municipality. • Support the work of the Arts and Cultural Development Team by participating. • engagement activities and programs to promote greater community participation across a variety of venues. • Future proposals to meet identified changing community needs.

	<ul style="list-style-type: none"> • Opportunities for promotions and marketing initiatives to improve audience reach. • Opportunities for the improvement of operational and administration procedures.
Partnerships	<ul style="list-style-type: none"> • Develop an understanding of the local arts environment with a view to developing a strong inter-relationship between the venues, educational institutions, arts industries, tutors and the local arts community. • As part of a collaborative team, identify new program opportunities for innovative and creative participation in arts and related activities with key stakeholders for enhanced outcomes. • Proactively engage with other teams within the Arts and Cultural Development Unit, across the organisation and with key external stakeholders to identify future opportunities for collaborations and partnership programs. • Assist the Arts and Cultural Promotions Lead to seek and develop relevant sponsorship initiatives.

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
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 Councils 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		<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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of		<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%
<i>the position within defined scope</i>					
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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<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 exertion OR
- 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 – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input 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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
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					
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input 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		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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:

- Contributing to the development of online arts programs and engagement strategies that will provide a high-quality public program experience to all clients, patrons and staff, by ensuring:
 - All programs are organised, and all necessary functions are completed within planned timeframes;
- Timelines and key performance indicators (KPIs) are met, including ensuring compliance with all relevant policies, procedures, practices and systems.
- The supervision of resources is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Where providing specialist advice to clients or regulating clients, 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 more senior employees.
- Contributing to the monitoring, measuring, review and improvement of arts and cultural heritage public programs delivered by CGD as well as the team's policies, procedures and operating systems to ensure the most up-to-date and professional service is provided to all clients and patrons.
- Working with and directly supporting the Arts and Cultural Promotions Lead this role delivers cost effective marketing and promotional outcomes that are in keeping with the Arts and Cultural Heritage Strategy, the Drum Theatre Strategic Plan, the Drum Theatre Marketing Plan, the Library Strategy, the social media Policy, Corporate Style Guide, Media Policy and other relevant plans, strategies and policies.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The objectives of the work to be undertaken are usually well defined. The work will 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:

- Oversee online program operations and work within policies, guidelines and procedures to meet service guarantees and ensure all standards are achieved including effective resource management.
- Initiate program planning processes and identify future requirements.
- Oversee the daily activities of the facilitators, tutors and artists within corporate policies, guidelines and procedures.
- Seek opportunities to develop partnerships across Council and other organisations to further improve the program delivered.
- Ensure program participants always receive the highest standards of customer service and that it is delivered within policies, guidelines and procedures.
- Respond to general queries from clients and patrons and must exercise discretion in relation to enquiries and requests. Direction from the Arts and Cultural Promotions Lead or the Coordinator Arts and Cultural Development will be sought where necessary,
- Decisions made by the occupant have the potential to affect the reputation of the online profile of Arts in Greater Dandenong and the Drum Theatre and therefore must be carefully considered and in keeping with the overall goals of CGD,
- Regularly evaluates projects and programs and other team reporting requirements.

With Input from the Arts and Cultural Promotions Lead

- Develops new programs and calendar of events.
- Contributes to the development of actions and activities to achieve broader agreed outcomes.
- Development of marketing and communications plans to drive participation in services.
- Development of design briefs to respond to planning for and delivery of departmental services.
- Oversight and implementation of design outcomes
- Recommends and Identifies to the Arts and Cultural Promotions Lead:
- Future proposals to meet identified changing community needs.
- Opportunities for promotions and marketing initiatives to improve audience reach.
- Opportunities for the improvement of operational and administration procedures.
- Training requirements.

Guidance:

- Guidance and advice are usually available from the Arts and Cultural Promotions Lead within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An awareness of cultural marketing, promotion and audience development theory and practice.
- The ability to develop and deliver a focused and appropriate calendar of online events and programmed activities.
- Demonstrated experience in the coordination of public programming, including arts and cultural development activities and other associated wellbeing programs. Experience in the establishment of partnerships with sector professionals and community.
- Demonstrated experience in ensuring **that** an effective process of monitoring and evaluating arts and cultural programs and initiatives are well designed and effectively implemented.
- Capacity to utilise initiative and creativity in the delivery of a range of arts and cultural development programs.
- Understanding of promotional tools including social media to market the cultural venues and services to a wider audience.
- Demonstrated ability to design and deliver processes to monitor and evaluate the effectiveness of program initiatives with the advice and support of departmental colleagues. This requires an understanding of the underlying principles involved as distinct from the practices.

- Proficiency in the application of the Microsoft Office suite of products, including but not limited to Word, Outlook and Excel, as well as an understanding of web-based processes, image editing software and specialist design software used by contractors along with a familiarity with relevant budgeting techniques.
- An understanding of the role and function of the Arts and Cultural Promotions Lead, the long-term goals of the Community Arts, Culture and Library Services department, and an appreciation of the goals of the organisation.

Management & Interpersonal skills

The essential position requirements include:

- Demonstrated ability to manage time, set priorities, plan and organise one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Proven capacity to work as part of a team and across teams, in an effective, productive, structured, cooperative and integrated way for shared outcomes.
- Demonstrated ability to gain cooperation and assistance from team members, other members of the Unit, Department and the organisation, external organisations, members of the public and other levels of government in the administration of well-defined activities and in the supervision of other employees where appropriate, as well as writing reports and preparing external correspondence.
- Well-developed written communication skills. This includes writing reports and submissions for a range of audiences and representing the Community Arts, Culture and Library Services Department in a positive and professional manner.
- Well-developed verbal presentation skills including liaising with the community as well as with internal stakeholders, external agencies, and State Government departments.

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	Vera Hu	<i>Vera Hu</i>	28/02/2024
Manager	Natasha Petkovic Jeremic		
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

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

- Accepts personal responsibility for outcomes within their control
- 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.

