

## Position Description

Position Title	Project Manager: Parking Infrastructure Renewal
Directorate	City Futures
Department/Business Unit	Transport & Civil Development
Team	Transport
Classification	Band 7
Date	April 2024
Reports to:	Coordinator Transport
Supervises:	Nil
Internal Liaison:	Managers, Councillors, other Media and Communications colleagues, and all Council employees.
External Liaison:	Members of the Public, Community groups,

### Position Objectives

The primary purpose of this position is to:

- Ensure the successful delivery of Council's Parking Infrastructure renewal and service contract projects, by effectively leading and managing the project scope, contract requirements, procurement process, contractors, budget and funding, quality controls, targets and timelines, resourcing, reporting, community input and feedback, issues resolution and achievement of high-quality outcomes.
- Lead, project manage and deliver a strong and successful Community Engagement program to transition existing parking ticket machines to cashless technology:
  - Developing stakeholder engagement strategy, tactics, and activities consistent with Council's Community Engagement Policy, building, and sustaining positive and productive working relationships with key internal and external stakeholders as well as broader community leaders.
  - Coordinating engagement initiatives, activities, managing external facilitators where required, and assisting with all Community Engagement monitoring, evaluation, and reporting.
  - Developing a set of phased incentives to facilitate user-friendly and convenient transition for strongly cash-based communities to adopting options such as pay by phone apps and pre-paid debit cards to utilise new cashless ticketing and related systems.
  - Producing high quality written materials, in both traditional and digital mediums, to support engagement programs targeting all diverse language groups.

### Key Selection Criteria

Essential qualifications (or experience), knowledge and skills required to carry out this position:

- A relevant tertiary qualification in Project Management along with significant subsequent relevant experience. Relevant experience should include:
  - A proven successful track record in managing and delivering major commercial projects from concept design stage to final hand over, including extensive experience in delivering infrastructure and equipment projects combined with a thorough understanding of Community consultation processes.
  - A positive 'can-do' approach which incorporates business acumen, professionalism, qualitative and quantitative analysis skills, ethical standards and integrity and an understanding of the goals of Council, its values and aspirations and the legal and political context in which it operates in order to monitor and manage sensitive and confidential issues within a LG context.
- Excellent experience with community engagement/effective consultation with significant relevant experience. Relevant skills, knowledge and experience should include:
  - Demonstrated passion for and experience in Community Engagement focused on achieving agreed outcomes, combined with knowledge of Community Engagement in a Local Government setting.
  - Significant knowledge of Community Engagement processes and principles combined with experience designing and delivering targeted initiatives.
  - Demonstrated ability to work with diverse Community stakeholders about proposed changes that may have an impact on them.

- Demonstrated experience in stakeholder liaison and management, combined with experience using a range of methods to engage effectively with communities who speak English as a second language.
- Strong skills in managing time, setting / handling competing priorities, planning, and achieve desirable outcomes, despite conflicting pressures, combined with knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures, as well as organising own work.
- Highly developed interpersonal, presentation, written, and verbal communication skills, building collaborative relationships with internal, and external stakeholders and producing a range of reports.
- Intermediate to advanced PC literacy incorporating MS Office applications.

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
- First Aid and CPR including:
  - Provide First Aid (Level 2)

### Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Project Management</u>	<ul style="list-style-type: none"> <li>● Facilitate and manage projects to ensure delivery of identified works and services throughout the annual budget process:           <ul style="list-style-type: none"> <li>○ managing project delivery, authority permits, documentation, procurement, installation, commissioning, defects period and handover, ensuring accurate and up-to-date records of all project documentation are in place and available.</li> <li>○ ensuring safety, quality and environmental reports are factored in, compliant and meet corporate requirements.</li> <li>○ establishing clear project plans / briefs / scope and ensure resources are allocated to enable completion of projects within timelines and other targets.</li> <li>○ preparing project risk management plans and monitoring the implementation of project risk strategies/treatments.</li> <li>○ ensuring the projects are scoped appropriately to incorporate all key factors in the planning and costing stages.</li> <li>○ checking project budget, monitor expenditure against targets, and provide regular reporting, ensuring funding and finance opportunities are maximised.</li> </ul> </li> <li>● Facilitate and liaise with key stakeholders, users, asset managers and maintenance staff to establish special requirements and maintenance needs.</li> <li>● Supervise contractors to ensure projects are tracking to requirements, identifying issues when they become apparent and resolving them before they become problems.</li> <li>● Managing available resources to meet project objectives, committing expenditure and approving payments within budget and amounts as per delegations of authority.</li> </ul>
<u>Contract Management</u>	<ul style="list-style-type: none"> <li>● Facilitate project specifications, support the calling of quotes and tenders, evaluation of tenders and recommendations of preferred tenderers, ensuring quotations and contract specifications are in accordance with corporate standards.</li> <li>● Ensure Best Practice principles and Continuous Improvement strategies are part of operations, ensuring Council is receiving Best Value and agreed contract requirements.</li> <li>● Monthly reporting on contract status, financials, and performance, ensuring compliance and delegations of authority are strictly met, including tendering.</li> <li>● Develop strong client contract manager relationships ensuring effective management of OH&amp;S related to building sites and contractors as well as ensuring that contract variations are reasonable, valid and within scope and budget.</li> </ul>
<u>Leadership</u>	<ul style="list-style-type: none"> <li>● Provide quality professional advice to the Coordinator Transport, Managers and Council, providing clear direction and open communication to facilitate values of openness and trust.</li> <li>● Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity, challenging the status quo and championing new initiatives.</li> <li>● Ensure OH&amp;S and risk management programs are in line with corporate standards to sustain a safe, healthy, and enjoyable work environment.</li> <li>● Foster a customer service culture, which maximises relationships between departments and promotes shared accountability for meeting customer and stakeholder needs.</li> </ul>

<u>Community Engagement</u>	<ul style="list-style-type: none"> <li>Align strongly with Council's Community Engagement Policy and Framework.</li> <li>Lead, develop, implement, and regularly evaluate effectiveness of communication and engagement plan, campaigns, promotions, and initiatives that build Community readiness and willingness to adopt new cashless technology.</li> </ul>
<u>Planning</u>	<ul style="list-style-type: none"> <li>Collaborate with business units to plan, design and adjust engagement activities to maximise intended outcomes.</li> <li>Research, plan, deliver and analyse internal and external engagement activities and events, aligned with Council's strategic priorities and Community expectations.</li> </ul>
<u>Engagement tools and processes</u>	<ul style="list-style-type: none"> <li>Develop engagement processes, tools, and procedures to facilitate effective Community Engagement across a diverse community.</li> <li>In collaboration with Council's Manager Communications and Customer Experience, develop content for Council's digital platform to support effective engagement and promotion.</li> <li>Develop and maintain an online stakeholder engagement record keeping system.</li> </ul>
<u>Stakeholder Management</u>	<ul style="list-style-type: none"> <li>Provide high-level project feedback/advice regarding effectiveness of communications and Community Engagement to senior management and Councillors.</li> <li>Manage internal and external stakeholders, and external suppliers.</li> <li>Build and maintain positive working relationships with internal and external customers to facilitate engagement processes and outcomes.</li> </ul>
<u>Other</u>	<ul style="list-style-type: none"> <li>Carry out any other relevant duties within the skills and scope of the role as directed by the Coordinator Transport or Manager.</li> </ul>

## 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:

<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>Understand obligations and act in an appropriate manner with and around children</li> <li>Promote positive work practices with children</li> <li>Establish boundaries around acceptable and unacceptable behaviour in relation to children</li> <li>Adhere to reporting obligations where there is suspected or discovered child abuse</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>Remain mindful of the requirements of the Victorian Charter of Human Rights at all times.</li> <li>Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.</li> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>

<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## 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%
<b>Working independently</b> – 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 type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Emotional resilience</b> – meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### 4 Physical Requirements

This position does not require 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%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – 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"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – 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"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – 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"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – 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"/>
<b>Pushing/Pulling</b> – 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"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<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%
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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:

- Professionalism, ethical work standards and a high level of integrity delivering projects, focusing on providing outcomes which are sustainable, fiscally responsible and of benefit to the community.
- Successful delivery of designated projects within legislative and corporate guidelines, agreed time frames and service standards, managing all components of project delivery, including procurement, installation, commissioning, and handover:
  - Ensuring contract management is in accordance with corporate standards and that Council policies and procedures are followed with integrity and compliance and that continuous improvement principles and excellent customer service standards are applied to all operations and outstanding issues are resolved.
  - The authority to commit expenditures and vary contracts subject to professional and regulatory review and confined within corporate financial and Unit delegations as well as sound business management and decision making, determining the most feasible and cost-effective strategy to achieve an acceptable outcome.
  - Identifying and managing risk issues ensuring safety, quality and environmental practices and principles are applied to the highest standards.
- Resource management with the freedom to act is designated on a project basis and governed by policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- Providing specialist advice to, or regulate, clients, where the freedom to act is subject to professional and regulatory review and the impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients.
- Where responsibility for project development, the work may be of an investigative, analytical, or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work can have a significant effect on the projects which are developed.
- The delivery of a comprehensive range of project information and support within corporate guidelines, with:
  - the freedom to act governed by policies, objectives, and budgets, agreed timeframes and service standards,
  - a regular reporting mechanism to ensure achievement of goals,
  - decisions and actions taken having a significant effect on the programs or projects being managed, or on the public perception of the wider organisation, coordinated with senior officers.
- Investigating, analysing, and creating project initiative options relating to Community Engagement with the freedom to act generally prescribed by a more senior position. The quality of the work can have a significant effect on the policies being developed.
- Liaising effectively with both internal and external stakeholders to achieve project goals and set objectives, providing specialist advice to stakeholders with the freedom to act being subject to professional and regulatory review. Decisions made, or advice given may have a substantial impact on individual stakeholders or classes of stakeholders.

## Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- This position is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations.
- Where responsible for project development, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options and proposed solutions before recommendations can be made.

### Independently

- The position makes decisions based on day-to-day management and scheduling of allocated work and resolution of specialist problems with stakeholders and contractors within delegated authorities.
- Required to make well thought through, sound judgements and decisions on:
  - Application of specialised expertise, advice, and recommendations on project issues.
  - Allocation of resources to meet work demands, including planning and priorities.
  - Managing plans, budgets, contracts, and contractors.
  - Implement methods, procedures, and processes to deal with situations as they arise.
  - Varying programs and approving works, interpreting regulations and codes of practice.
  - Determining and applying corrective actions, including to critical situations.
  - Financial commitments, expenditure, and payments.
- Apply effective problem solving and conflict resolution skills in a wide variety of situations, with capacity to make independent decisions that are based on specialised knowledge, applying methods, procedures and processes that are generally developed from theory or precedent.
- The problem-solving and conflict resolution processes come from the application of these established techniques to new situations.
- Identify and develop Community Engagement ideas and techniques for consideration by the Coordinator Transport or Manager.

### With Input from Senior Officers

- Resolve contract issues efficiently and with minimal impact.
- Consider long and short-term resource issues and provide changes to installation plans.
- Required to inform the Coordinator/Manager of any decision that may affect the timing, budget, quality, or scope of the project.
- Decisions relating to expenditure require the approval of the Coordinator Transport or Manager.
- Where the incumbent's decisions will have a significant effect on the department or other business units.

### Recommends and identifies to the Coordinator Transport

- Design improvements and technical solutions relating to the projects.
- Opportunities for efficiency gains with feasible options.
- Variations to contracts and service standards to adapt to and meet the needs of different situations.
- Improvements to work systems, work procedures and structures which result in cost savings and more efficient business practices.
- Solutions to unplanned issues, problems and issues that arise outside the decision-making parameters of the position.

### Guidance

- Works under general direction from the relevant line Coordinator/Manager, under the authority of Manager Transport and Civil Development.
- Guidance and advice are not always available from the Coordinator Transport or Manager or from within the organisation, and accordingly may be sought from external sources.

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific discipline within the:
  - field of project management in the search for solutions to new problems and opportunities.
  - the search for solutions to new Community Engagement problems and opportunities.
- A proven successful track record and high attention to detail and accuracy in managing, monitoring performance of contracts ensuring quality controls, and delivering projects from concept design stage to final hand over including through a good knowledge of relevant Legislation, Codes of Practice, Safety and Industry Best Practices.
- Business acumen, analytical and investigative skills are required to identify and anticipate areas of concern, monitoring and managing financial responsibilities as well as to enable the formulation of effective solutions to ensure contracts deliver required standards and best value.
- Leadership capacity to influence others to achieve agreed outcomes as well as strategic and operational perspective, incorporating political acumen to deal with sensitive and confidential internal and Council issues.
- A sound understanding of the long-term goals of the wider organisation and of its values and aspirations, and of the legal and political context in which it operates.
- Analytical and investigative skills are required to enable the formulation of options from within a broad organisation-wide framework.
- Intermediate to advanced skills in the use of MS Office Suite of products as well as EDRM systems such as Objective and other relevant Council programs / systems.

## Management & Interpersonal skills

The essential position requirements include:

- Management of time, setting priorities, planning, and organising own work in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Demonstrated ability to work as an effective team member and work independently, as well as flexibility in work hours.
- Ability to gain cooperation and assistance from stakeholders, contractors, members of the public and other employees in the administration of broadly defined activities.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist matters and with other employees in their own organisation to resolve intra-organisational problems.
- Demonstrated excellent Customer Service focus with highly effective interpersonal and presentation skills, incorporating excellent verbal and written communication, active listening, facilitation, liaison, and consultation skills, including the ability to write clear, concise, and well-structured reports to the relevant audience.
- A positive 'can-do' approach which incorporates professionalism, ethical standards and integrity including the capacity to lead and influence staff and contractors to outcomes.

## Verification & Approvals

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

	Name	Signature	Date
Occupant			

### 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.

