

## Position Description

Position Title	Major Projects and Policy Officer
Directorate	City Futures
Department/Business Unit	Statutory Planning
Team	Statutory Planning
Classification	Band 7
Date	October 2024
Reports to:	Statutory Planning Team Leader and Statutory Planning Coordinator
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> <li>• Statutory Planning Coordinator</li> <li>• Team Leaders and staff</li> <li>• Director City Futures</li> <li>• Manager Statutory Planning</li> <li>• Manager Strategic and Environmental Planning</li> <li>• Other City Futures staff</li> <li>• All other Council Departments</li> </ul>
External Liaison:	<ul style="list-style-type: none"> <li>• City Futures customers</li> <li>• General public</li> <li>• Government departments and agencies</li> <li>• Referral Authorities</li> <li>• Planning consultants</li> <li>• External service providers</li> </ul>

### Position Objectives

Your primary purpose in this position is to:

- To deliver excellent Planning outcomes through the provision of professional, well considered, and consistent Statutory Planning services on all Statutory Planning matters including decision making, processing, advocacy and general advice.
- To provide pro-active, cost effective and customer oriented Statutory Planning services in line with set individual targets and key performance indicators in order to promote trust, growth, and prosperity in the City of Greater Dandenong.
- To ensure a balance between the need for Statutory Planning regulation and law enforcement, and the need to facilitate development and encourage residents, businesses, and visitors to live, work in and enjoy the city in accordance with the Greater Dandenong Planning Scheme.
- To be a respectful, engaged, accountable, creative, and honest Statutory Planning Team member.

### Key Selection Criteria

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

- Accredited Degree in Statutory Planning with substantial subsequent relevant experience and preferably with:
  - Demonstrated knowledge of broader Strategic, Asset, Civil & Transport Planning.
  - Demonstrated ability in mentoring and facilitating the professional development of junior team members and Senior Statutory Planners, Statutory Planners, Planning Support Officers.

Relevant skills, knowledge and experience should include

- Demonstrable significant Victorian Statutory Planning experience in the accurate, timely and cost-effective processing and determination of major, complex planning applications.
- Demonstrated significant knowledge and experience in carrying out the duties and requirements of Local Government Act, Planning and Environment Act, Subdivision Act and other associated Regulations and Standards.
- Demonstrated significant knowledge of Statutory Planning principles, in particular in relation to Planning Schemes, Development plans and VCAT practice and procedures.
- Demonstrated excellent problem-solving skills, particularly in relation to the advocacy of major planning applications.
- Demonstrated advanced abstract reasoning skills relating to mapping and spatial modelling and interpretation, the ability to solve land use problems that do not have verbal or numerical elements.
- Demonstrated excellent numerical reasoning and problem-solving skills relating to planning matters including development / subdivision assessment and measurement skills, contributions and general budgeting and Business Unit management
- Demonstrated advanced written communication and comprehension skills including the preparation of Council and Delegate reports, letters, emails, VCAT and consultant/legal briefs and presentations and other media to a consistently excellent standard.
- Demonstrated advanced verbal communication skills including active listening, explanation, and conflict resolution.
- Experience with computer-based databases and systems, such as Objective records management system or similar, MERIT customer request management database or similar and Property & Rating Application Management or similar.
- A current (and ongoing) valid Victorian Driver's License supplied prior to offer of employment and commencement.

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) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

## Position Specific Responsibilities & Skills

Main areas of responsibilities will include but is not limited to:

Definitions:

*"Major Planning Application" services are defined as the processing and determination of complex applications that are likely to require over 5 statutory days to process where the social, economic, environmental and other impacts and/or benefits of the project to the community are significant. These applications will be allocated to an officer by a supervisor and the projects will include apartment developments, major subdivisions, mixed use proposals, major commercial and industrial proposals over 2000sqm, and places of assembly.*

*"General Planning Services" are defined as other statutory or non-statutory services provided before or after a planning application is made as allocated to an officer by a supervisor. These duties include general planning advice either in person, in writing or by telephone, the assessment and recommendation of requests for extensions of time, secondary consents, consideration of plans for endorsement.*

<b>Statutory Planning Powers, Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Administer and apply the provisions and delegated duties and powers of the Planning &amp; Environment Act 1987, Subdivision Act 1988, Greater Dandenong Planning Scheme and other relevant Acts, Regulations in accordance with the relevant Deeds of Delegation.</li> <li>• With very limited supervision and guidance, process and make recommendations on a caseload of approximately 30 complex major statutory planning or subdivision applications to a very high standard and process requests for extensions of time, secondary consent, conditional plans or documents or other planning services for major statutory planning applications.</li> <li>• With very limited supervision and guidance, determine planning applications processed by more junior officers that are allocated for management and decision making.</li> </ul>
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	<ul style="list-style-type: none"> <li>• With very limited supervisions, instruct, brief, manage and resolve all matters regarding legal representatives and external planning and/or other consultants where required.</li> <li>• Independently represent and support Council's Delegate Decision on all allocated matters and support the representation of Councillor's Decisions where required to the Victoria Civil and Administrative Tribunal (VCAT) and Panel hearings, including at mediation and hearings and the formulation of consent orders.</li> <li>• Independently ensure that all letters, reports, notifications, decisions, and the like are issued in compliance with both legislation and internal standards regarding quality and consistency of reporting and decision making, factually correct processing and assessment.</li> <li>• Independently provide General Statutory Planning Advice services including Pre-Application Discussions and advice both in person, in writing and by telephone.</li> <li>• Independently represent Council on external Statutory Planning forums including to the Municipal Association of Victoria as required.</li> <li>• Independently liaise with Determining and Recommending External Referral Authorities on all allocated Statutory Planning matters as required by the Planning Scheme and as set out in documented internal processes.</li> <li>• Independently liaise with Internal Recommending Referral Authorities on all allocated Statutory Planning matters as required by the Planning Scheme and as set out in documented internal processes.</li> <li>• Independently implement Development Contributions Plans (DCPs) and Open Space contributions, including advising developers on all Open Space contributions and DCP matters, providing information and DCP advice to developers and the community.</li> <li>• Independently ensure the full correct recovery of all Statutory and Council-set fees and charges for all services, all Open Space and Development Contribution or other levies.</li> </ul>
<b>Implement and manage planning Processes and Procedures (including Information Systems and Records Management)</b>	<ul style="list-style-type: none"> <li>• Independently maintain hard copy and electronic document files in relation to all allocated applications in accordance Corporate and legislative Planning and Environment and Freedom of Information requirements.</li> <li>• Independently enter required application processing and decision making numerical and written data in Council's Statutory Planning Application Processing System (Property &amp; Rating) and ensure allocated application data is current and complete at all stages of the application process.</li> <li>• Independently follow all documented and automated internal policies, processes, and procedures in relation to all allocated duties and services at all times.</li> <li>• Independently recommend and assist in the development of new and improved Department processes and procedures as well as participating in Business Planning, Continuous Improvement activities, and other Department improvement and growth initiatives.</li> </ul>
<b>General Planning Advice and Customer Service</b>	<ul style="list-style-type: none"> <li>• Independently undertake any allocated General Statutory Planning Duties.</li> <li>• Independently resolve enquiries directly with customers except where a formal dispute has been raised.</li> <li>• Resolve enquiries directly with customers wherever possible.</li> <li>• Receive, assess, and initiate action on customer enquiries and requests for information in accordance with Department processes and procedures, providing quality customer service to both internal and external customers, and monitoring of those requests to ensure they are actioned within agreed response timeframes.</li> <li>• Input and interpret information to/from Council's business systems, including Property and Rating, Objective, Merit, and the like to support internal and external customers where appropriate to the Department.</li> </ul>

	<ul style="list-style-type: none"> <li>• Work effectively within the multidisciplinary planning and development team in order to provide good internal customer.</li> </ul>
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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:

<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 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.</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"/>
<b>Emotional resilience</b> – 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Physical Requirements

- ☒ This position does not require more than 10-15% manual handling/physical exertion
- ☐ 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%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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"/>
<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 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%
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 checked="" type="checkbox"/>	<input 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:

- The carrying out of Statutory Planning duties as allocated by the Director, Coordinator Statutory Planning and/or Statutory Planning Team Leader with the freedom to act subject to professional and regulatory review.
- 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.
- In provision of specialist advice to or to regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.
- Involved in policy formulation- 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 of these positions can have a significant effect on the policies which are developed.
- Timely completion of duties within set standards, key performance indicator times and procedures in an ethical and non-discriminatory manner which ensure a high level of service delivery and cost efficiency.
- The planning decisions made by or specialist advice given by the Principal Statutory Planner can often have an environmental and social impact in addition to the substantial financial and emotional impact on customers.
- The position is accountable for the impact of decisions that do not comply with all relevant statutory responsibilities and decision making standards and criteria as set out in legislation and regulations, the Deeds of Delegation, the Greater Dandenong Planning Scheme and other relevant internal documents.

#### Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- The position is essentially processing, problem solving and decision making in nature. The nature of the work is specialised with methods, procedures and processes generally developed from planning theory and experience, the Greater Dandenong Planning Scheme or previous decision precedent. The problem-solving process comes from the application of these established techniques to new sites and situations on a daily basis.
- In policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

##### Independently:

- Exercise independent judgment in providing professional advice to Statutory Planning staff, other council staff and service providers as required.
- Accountability and authorities for planning decision making as set out in legislation, the Deeds of Delegation from the CEO and Council and other relevant internal documents.
- Advise, advocate, assess, and make decisions on complex applications.

##### With Input from the Statutory Planning Team Leader:

- Advise, advocate, assess and recommend decisions on applications of City/Regional importance.
- Correctly apply mandatory Statutory Planning Standards & Guidelines, Legislation, Regulations, Planning Scheme and the like and interpret and exercise judgement in discretionary statutory planning matters in the Planning Scheme and Codes of Practice or other discretionary elements of Statutory Planning.

##### Recommends and Identifies to the Statutory Planning Team Leader:

- Where recommending policy formulation or improvements to procedures and operating systems, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

#### Guidance:

- Works under broad direction from the Coordinator Statutory Planning and Team Leaders Statutory Planning
- Guidance is not always available within the organisation, however all decisions are made within legislative guidelines

### **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- Proficiency in the application of theoretical or scientific disciplines in the search for solutions to new problems and opportunities whilst processing planning applications, subdivision applications other general planning matters and making recommendations on and determining planning applications.
- Providing a high level of customer service through giving of correct advice and information to customers and the general public through both phone and face to face counter services
- Demonstrating an understanding of the function of the roles within the Business Unit, including relevant policies, regulations, and precedents
- Understanding 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,
- Preparing agendas, attend and record accurate minutes for Department team meetings, and other Planning related meetings as required
- Being experienced in the application of standardised planning procedures, practices, relevant Acts and Regulations relevant to the various Business Unit teams
- Keeping up to date with new records and information technology processes and systems.
- Having an understanding of the role and function of the senior officers to whom they provide support, and an understanding of the long-term goals of the department, and an appreciation of the goals of the organisation.
- Where responsible for policy formulation or improvements to procedures and operating systems, analytical and investigative skills are required to enable the formulation of options from within a broad organisation-wide framework.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

### **Management & Interpersonal skills**

The essential position requirements include:

- Skills in managing time, setting priorities and planning and organising own work to achieve set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Organisational skills to implement, review, develop and maintain efficient and effective planning processing and decision-making systems.
- Ability to utilise well developed written communication skills to prepare high quality Statutory Planning.
- Correspondence, reports, templates, and other documents.
- Ability to utilise well developed oral communication and advocacy skills to communicate application processing matters as well as to articulate the need for changes to planning applications after assessment as well as using those skills to offer excellent General Planning Advice.
- Ability to gain the cooperation and assistance of Planning officers, customers, members of the public, other employees, and external stakeholders in the administration of broadly defined activities.
- Mentoring other employees and motivate and develop employees to facilitate efficient application processing and high-quality planning outcomes through excellent decision making and clear, balanced, and deliverable planning decisions.
- The position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. This includes ability to contribute to the development and implementation of long term staffing strategies.
- Must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- Ensuring all correspondence, requests and documentation is registered, recorded, and actioned in line with team key performance indicators.
- Actively participate in the achievement of Department and team targets.



## Verification & Approvals

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

	Name	Signature	Date
Occupant			
Manager			

### 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.

