

Position Description

Position Title	Team Leader Technical Production and Operations
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City
Team	Cultural and Community Hubs
Classification	Band 6
Date	December 2024
Reports to:	Coordinator Cultural and Community Hubs
Supervises:	Senior Technical Operations Officer, Theatre and Function Technicians, Technical Production and Operations Support Officer and casual technical staff
Internal Liaison:	Community Strengthening staff, Creative and Engaged City, other Council departments, Councillors.
External Liaison:	<ul style="list-style-type: none"> • Artists, performers, curators, and producers • Arts organisations, community organisations, and arts industry networks • Touring agents, commercial theatre companies, and arts practitioners • Clients, hirers, patrons, and service providers • Staff from other arts venues, institutions, and educational bodies • Existing and potential government, business, and corporate clients • Freight agencies, contractors, and event service providers • Food and beverage operators, caterers, and event coordinators

Position Objectives

The primary purpose of this position is to lead and oversee the delivery of high-quality technical and operational services across cultural, civic, and community venues, ensuring the availability and functionality of technical infrastructure and equipment for productions, functions, events, and programs. Effective management of technical operations will support the successful delivery of creative, cultural, and community programs, enhancing audience engagement and participation. By ensuring smooth event operations and fostering a well-supported environment, this role contributes to a vibrant creative sector and strengthens community connections.

- Deliver excellent technical and customer services to all internal and external clients across cultural, civic and community venues.
- Oversee technical operations, ensuring venues are equipped with functional, well-maintained infrastructure and equipment for exhibitions, theatre shows, productions, functions and events.
- Manage the technical delivery of events and programs, ensuring operational procedures are developed, implemented, and checked for quality and safety.
- Provide leadership, expertise, and higher-level AV support to assist staff operational activities.
- Lead and supervise the Technical and Program Operations team, ensuring their development and effective contribution to venue management.
- Liaise with clients, project partners, and potential hirers to manage technical requirements, ensuring projects are resourced, meet financial targets, and align with strategic goals.
- Drive continuous improvement and change management strategies to enhance technical operations and customer service across all venues.
- Create and implement operational plans for venues and hubs to ensure efficient management, combining high-quality technical and customer services while promoting continuous improvement and growth in cultural, civic, and community spaces.

Key Selection Criteria

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

- A tertiary qualification, preferably in technical theatre, events management, or a related field, along with a minimum of 3 years of successful experience in technical operations or a team leadership role. Equivalent experience in managing complex technical and operational services may also be considered.
- Demonstrated leadership and management skills with the ability to motivate, develop, and support a technical and operational team.
- Strong technical knowledge, including the operation and maintenance of AV systems, lighting, sound equipment, and venue infrastructure. Experience overseeing the technical delivery of exhibitions, productions, and events, ensuring smooth and seamless execution.
- Excellent communication and interpersonal skills, and a customer-focused approach with a commitment to delivering high-quality service.
- Exceptional analytical and investigative skills, with experience in formulating policies and procedures to ensure operational effectiveness and safety. The ability to apply sound professional judgment in resolving technical and operational challenges.
- Thorough understanding of health and safety regulations, risk management, and compliance with licensing and industry standards (WH&S, fire safety, liquor, and food licensing).
- Experience in financial planning and budgeting, with a solid understanding of financial management principles. Ability to implement financial strategies, control operational costs, and ensure projects are delivered within budget.
- An understanding of the long-term goals and strategic objectives of Greater Dandenong.
- Strong organisational skills, with the ability to manage time effectively, set priorities, and coordinate the work of the team to meet deadlines. Proven experience in planning and executing multiple projects simultaneously.
- A proactive approach to driving continuous improvement and change management strategies, ensuring technical operations and customer service standards are regularly evaluated and enhanced.

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

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

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Technical Operations Management	<ul style="list-style-type: none">• Oversee and coordinate the technical setup and breakdown of exhibitions, theatre shows, venue events and functions, ensuring all activities are executed efficiently and safely.• Schedule and manage all technical activities related to the installation and deinstallation of exhibitions, including display requirements, booking agency staff and contractors, and liaising with freight organisations and art handlers.• In conjunction with Venue Operations Team ensure that exhibition spaces, foyer, audience areas, and theatre and event facilities are presented professionally and are technically ready for visitors and performances.
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	<ul style="list-style-type: none"> Consult with clients, artists, hirers and lending institutions to coordinate technical logistics, risk oversight, and agreements to meet client needs for the end-to-end delivery of programs, including appropriate packing, transit, handling, and display of artworks and equipment. Ensure all technical equipment is well maintained, meets manufacturer specifications, and is compliant with statutory requirements, including regular testing and tagging of electrical equipment.
Venue Operations Maintenance	<ul style="list-style-type: none"> Oversee all maintenance and infrastructure renewal for all cultural and community venues, and other related equipment to ensure all venues and facilities operate effectively and comply with statutory requirements, including OH&S principles. In collaboration with the Building Maintenance unit, oversee general building maintenance and relevant records. Liaise with and schedule external and Council contractors for venues and establish and monitor protocols for supervision of contractors while on site. Ensure exhibition and building lighting is reviewed and approved following the installation of each exhibition and maintained appropriately throughout each exhibition cycle. Formulate and implement building security procedures, including full building lock-up, issuing/recording allocation of building keys/keypad access, and completion of annual key audit. Assist in responding to 'out of hours' call-outs for security, fire alarms, or other building-related issues. Annually review management of building and plant services agreements/contracts including essential services, HVAC, waste disposal/recycling, hygiene services, lift, and security. Identify and prioritise future building/equipment needs and resources required for effective operation of the venue, including the preparation, finalisation, and management of all CIP bids in liaison with the Creative and Engaged teams, and City of Greater Dandenong's Asset management team.
Operational Procedures and Customer Service:	<ul style="list-style-type: none"> Ensure all contractual obligations and tasks associated with exhibitions, shows, programs, functions, and events are appropriately met and executed efficiently. Ensure internal and external clients are quoted and (as required) invoiced correctly for additional technical services, promptly, and as agreed for additional resources, including staff, equipment, and services. Monitor customer feedback and ensure suggestions are integrated to improve technical operations. Develop and implement policies, practices, and processes to ensure all operations, systems, and resources are reviewed and implemented to achieve the best possible outcomes. Develop and implement venue operational and hub development plans to ensure the efficient management of venues.
Planning Budgeting and Reporting:	<ul style="list-style-type: none"> In collaboration with the Experience and Partnerships team and Venue Business Development and Customer Team, prepare technical and program operations schedules and budgets incorporating targets, tracked costs, and reporting of expenditure to ensure it falls within designated budgets. Provide regular reports and analysis on activities to the Coordinator Cultural and Community Hubs. Regularly monitor budgets for the areas and projects and provide input into the annual Long-Term Financial Strategy (LTFS) and budget processes. Collect data and provide relevant monthly and quarterly reports. Coordinate and monitor the financial reconciliation, stock control, and purchasing of goods and services in accordance with Council's purchasing and procurement policies and procedures. As directed, prepare draft Council briefings, reports, Capital Bids, presentations, correspondence, and other information. Prepare venue operation plans. Ensure the effective approval, processing, and reconciliation of accounts according to Council protocols and timeframes, including raising purchase orders, arts sales, facility bookings, recording, and receipting.

	<ul style="list-style-type: none"> • Provide relevant policy input and advice as appropriate for the planning, development, and support of venues across the City. • Represent City of Greater Dandenong in industry forums as required
Team Management:	<ul style="list-style-type: none"> • Provide strong leadership and supervision to the team, ensuring clarity in roles and responsibilities. • Set clear performance expectations and goals for each team member, aligned with the overall technical operations objectives. • Foster a collaborative and supportive team environment, encouraging the sharing of ideas, best practices, and innovative solutions. • Ensure staff are adequately trained on all relevant technical training programs and courses. This includes enhancing team performance, achieving both team and individual objectives, and improving interactions with clients and stakeholders to ensure exceptional customer service and satisfaction.
Accountabilities and Authorities	<ul style="list-style-type: none"> • Provide a high-quality technical service experience to all clients, artists, patrons, and staff in relation to exhibitions, functions, events, and theatre shows of the venue through efficient coordination of teams to ensure optimisation of experience, resources, and equipment usage. • Timelines and Key Performance Indicators are met, including compliance with relevant policies, procedures, practices, and systems as they relate cultural venues and facilities. • This position manages resources, provides advice to clients, and gives technical support to the Creative and Engaged City Team.
Health and Safety	<ul style="list-style-type: none"> • Ensure compliance with all health and safety regulations and industry standards. • Conduct regular risk assessments and safety audits to identify and mitigate potential hazards. • Develop and implement safety training programs for staff and volunteers • Investigate and resolve any health and safety incidents, ensuring appropriate documentation and corrective actions are taken.
First Aid Activities	<ul style="list-style-type: none"> • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>
Working out of hours	<ul style="list-style-type: none"> • This position may require participation in an on-call roster where after-hours contact for work-related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc. then the relevant/ applicable allowance will be paid. • If the incumbent is in receipt of such as allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

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
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Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> • Develop, implement, promote and review Council's OHS management system within their area of responsibility. • Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. • Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. • Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
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 Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

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

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<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 the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform		<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>requirements of the position</i>					
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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%
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Climb ladders		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 checked="" 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 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input checked="" 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: Band 6

Accountability and Extent of Authority

- Prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by more senior employees.
- The position requires management of resources and input into the development of policy within area of expertise and/or management.
- The freedom to act is governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- Where involved in policy development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output can have a significant effect on the process of policy development.

Judgement and Decision Making

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience.
- Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Knowledge and Skills

- The position requires proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices. This includes a strong technical knowledge of the operation and maintenance of AV systems, lighting, sound equipment, and venue infrastructure. Experience overseeing the technical delivery of exhibitions, productions, and events, ensuring smooth and seamless execution. The position requires an understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- The position requires a familiarity with relevant budgeting techniques.

Management Skills

- Demonstrated leadership and management skills with the ability to motivate, develop, and support a technical and operational team.
- The position requires skills in managing time, setting priorities, planning and organising one's own work and where appropriate 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.
- The position requires an understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee's development.

Interpersonal Skills

- Excellent communication and interpersonal skills, and a customer-focused approach with a commitment to delivering high-quality service.
- The position requires the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Must also able to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Qualifications and Experience

- A tertiary qualification, preferably in technical theatre, events management, or a related field, along with a minimum of 3 years of successful experience in technical operations or a team leadership role.
- Equivalent experience in managing complex technical and operational services may also be considered.

Verification & Approvals

I 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.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

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.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

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.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

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

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

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

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

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

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear

	<ul style="list-style-type: none"> • Responds appropriately to client/customer requests and/or complaints
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	<ul style="list-style-type: none"> • Accepts personal responsibility for outcomes within her/his 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	<ul style="list-style-type: none"> • Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing • Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives • Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

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.

