

Position Description

Position Title	Finance Systems and Business Partner
Directorate	Chief Financial Office
Department / Business Unit	Financial Services and Procurement
Team	Financial Planning
Classification	Band 6
Date	May 2025
Reports to:	Finance Business Partner Lead
Supervises:	Nil
Internal Liaison:	Executive group, Senior Managers, Team Leaders and Council staff
External Liaison:	Statutory bodies, Contractors, Community, Internal and External audit staff

Position Objectives

Your primary purposes in this position are to:

- Maintain a thorough understanding of Finance IT systems to assist in:
 - Acting as a liaison between the Finance department, the Digital Technology department and system users regarding technical and maintenance related issues.
 - Administering new systems and enhancements to existing financial systems.
 - Accurate recording of financial transactions, reconciliations, and maintenance of Council's general ledger.
 - Development and implementation of budgets and long-term financial plans including partnering with various business units.
 - Match business requirements with system capabilities/functionality and implement solutions to achieve desired outcomes and process improvements.
- Use your financial and accounting skills and experience to assist in:
 - Development and implementation of budgets and long-term financial plans.
 - Ensuring data integrity of the general ledger.
 - Providing timely, accurate and meaningful information and reporting to Council's stakeholders and to satisfy financial reporting requirements.
 - Supporting Finance and Procurement department workload overflow and coverage of positions where staff are on leave.

Key Selection Criteria

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

- Degree or Diploma qualifications in Finance / Accounting or Industry recognised qualification/s with some relevant experience or lesser formal qualifications and substantial relevant experience. Relevant skills, knowledge and experience should include:
 - Thorough knowledge of general accounting practices, policies, procedures and Australian Accounting Standards and ability to accurately record financial transactions, perform reconciliations and maintain the general ledger.
 - Demonstrated experience in managing, maintaining and enhancing financial IT systems and software applications (ideally in Magiq, Computron Financials, Property and Rating and MS Excel/Word).
- Excellent analytical and problem-solving skills to interpret financial data, troubleshoot and resolve technical issues.
- Highly developed oral and written communication skills, contributing to the effective support of IT systems and collaboration with business units regarding financial requirements.
- Strong customer service orientation with the ability to effectively address and resolve stakeholder inquiries and issues.

- Demonstrated organisational skills and abilities to develop and maintain efficient and effective office systems, prioritising competing demands and meeting deadlines to agreed service standards with minimal supervision.
- Strong attention to detail in administering financial systems and processes and accuracy in recording financial transactions and maintaining financial records.

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
- ☒ satisfactory (and ongoing) Working with Children's Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Systems Implementation, Development and Maintenance</u>	<ul style="list-style-type: none"> • Maintain a comprehensive understanding of current Finance IT systems. • Facilitate the implementation, enhancement, and development of Finance IT systems: <ul style="list-style-type: none"> ◦ Execute end-of-year rollovers of Magiq and Computron Financials. ◦ Develop reports by extracting data from Computron Financials, Property and Rating, Flexi Purchase, Fees and Charges Portal and Magiq. ◦ Coordinate and produce user acceptance test plans for Finance IT systems and perform testing as required during upgrades or patches. ◦ Maintain user profiles and delegations in Finance IT systems, including personnel changes due to leave, acting arrangements and terminations. • Maintain the chart of accounts including setting up new accounts and making accounts inactive, processing month end commitments in Computron and reinstating vendor thresholds each new financial year. • Provide critical technical support to the Financial Services Department and other financial system users, including assistance with implementation / upgrades of financial systems. • Strong ability to analyse business needs/processes, conduct requirements analysis and develop functional specifications. • Liaise with the Digital Technology department and software suppliers on technology related problems concerning database, system administration application issues and enhancement requirements within the prescribed timeframes. • Administer financial reporting systems, ensuring they are responsive and deliver the required financial data and reports for decision-making. • Ensure financial systems and processes comply with regulatory requirements. • Identify and mitigate risks associated with finance systems and data.
<u>Business Partnering</u>	<ul style="list-style-type: none"> • Collaborate with business units to provide financial support and advice on budgeting, financial reporting, and performance management. • Develop and maintain comprehensive financial reports and dashboards. • Match business requirements with system capabilities and implement solutions to achieve desired outcomes and process improvements. • Analyse financial data to identify trends, variances, and improvement opportunities. • Identify and implement opportunities to enhance financial literacy across the organisation through training and communication. • Assist the Finance Business Partner Lead in the preparation of draft Budget and LTTP for review by the Executive Team and Council in a detailed, professional, accurate and timely manner.
<u>Financial Year End and Audit</u>	<ul style="list-style-type: none"> • Support the preparation of year-end financial statements and note disclosures. • Liaise with auditors to ensure timely implementation of internal and external audit recommendations.

<u>Process Improvement</u>	<ul style="list-style-type: none"> Identify and implement opportunities to streamline and enhance financial processes. Implement automation and other technological solutions to improve efficiency. Analytical in assessment of information to reach clear supported conclusions and recommendations.
<u>Systems Training & Administrative Support</u>	<ul style="list-style-type: none"> Document and maintain current financial system procedures. Provide ongoing training and support to staff on financial and reporting systems, including guidance on the Chart of Accounts and the procurement portal. Provide training and support to users on Finance IT systems. Work effectively with and lead a diverse group of people through change, especially those less experienced with business processes and technology. Maintain training materials, including documentation of all business processes such as policies, procedures, forms, workflows, integrations, formats/templates, associated reports and notifications.

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
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.
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.

	<ul style="list-style-type: none"> Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights
Gender Equality	<ul style="list-style-type: none"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

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

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 checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset		<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>customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i>					
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% (on average) daily work rate of 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to oneself, including static positions		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input checked="" type="checkbox"/>	<input 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"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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

These descriptors help to classify the position:

Accountability and Extent of Authority

- The main function of this position is the management of financial resource records, with the freedom to act governed by clear objectives and/or budgets with a regular reporting mechanism to the Finance Business Partner Lead to ensure adherence to goals and objectives, where the effect of decisions and actions taken in this regard is usually limited to the quality or cost of the programs and projects being managed.
- The position also includes the provision of specialist advice to and regulation of internal clients drawing upon the knowledge and skills of other team members in order to deliver department priorities as required with the freedom to act being subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients in this regard may be significant, but it is usually subject to appeal or review by the Finance Business Partner Lead. The departmental priorities include:
 - General ledger maintenance, journals, and reconciliations.
 - Exercising appropriate judgement in the application of financial policies, procedures, and systems.
- The effect of decisions and actions taken in this regard are usually limited to the quality or cost of the programs and projects being managed.
- Provide input into the development of financial policy, procedures and operational guidelines undertaking investigation and analysis of a significant range of data and options for consideration with the quality of this output having a significant effect on the process of policy development.
- Aid and support to the Finance Business Partner Lead in the development of the annual budget including salary and oncosts budget and the preparation, coordination, compilation, and production of financial schedules for inclusion in the annual budget, long-term financial plan and financial statements.
- The freedom to act in this regard is subject to corporate regulations and policies and regular supervision by the Finance Business Partner Lead and 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.

Judgement and Decision-Making Skills

Judgement and decision-making are within the following scope:

- The work is usually specialised with methods, procedures and processes developed from theory or precedent and 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.

Independently:

- Professional and respectful communication with clients/stakeholders.
- Use of professional judgement, problem solving and analytical skills in reaching decisions, providing advice, and proposing recommendations on day-to-day matters.
- Evaluate and implement routine improvements to financial administration and reporting procedures.
- All decisions made and actions taken within Financial Services policies and protocols.

Input from or Recommends to the Finance Business Partner Lead or Chief Financial Officer:

- Propose solutions or recommendations for use by the Finance department when managing difficult issues.
- Improvements to Financial Planning services and Financial Information systems.
- Training needs of Finance staff through feedback from other departments and develop future training programs to address these.

Guidance

- Guidance and advice are usually available from the Finance Business Partner Lead or Chief Financial Officer.

Specialist Knowledge and Skills

The position requires the following demonstrated essential skills and knowledge:

- Proficiency in applying theoretical accounting principles, including clear understanding of the underlying concepts distinct from practical applications, including:
 - Thorough knowledge of general accounting practices, policies, procedures and Australian Accounting Standards, with the ability to develop and maintain efficient and effective accounting systems.
 - Strong understanding of accounting concepts and requirements, with a high level of attention to detail and accuracy, including the use of checks/balances.
 - Ability to reconcile data from various systems, identify reconciling items and take correction actions to resolve them.
 - Proven ability to meet statutory and agreed deadlines for preparing and presenting information or reports on Council's financial affairs.
- Expertise in accounting and business software applications including Magiq, Computron Financials, Property and Rating and Microsoft Excel/Word.
- Effective project management skills, with the ability to work independently and contribute to business unit goals as part of a cohesive and efficient team.
- Understanding of the long-term goals of the Financial Services unit and of the relevant policies of both the unit and the wider organisation.

Management & Interpersonal skills

The position requires the following demonstrated essential skills and knowledge:

- Manage time, prioritise competing demands, plan, and organise one's own work, drawing upon the knowledge and skills of other members of the Finance department, in order to deliver specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- Ability to coach and gain cooperation and assistance from a wide range of stakeholders across the organisation in the administration of defined financial issues, the interpretation of financial reports and system processes.
- Ability to work as member of a small cooperative team, supporting and motivating peers in a project environment, handling multiple tasks, meeting agreed service standards, whilst still delivering on personal objectives.
- Ability to liaise with counterparts in other organisations to discuss specialist matters as well as with other employees in other functions within the organisation to resolve intra-organisational problems.
- Highly developed written and verbal communication skills, including ability to maintain confidentiality on sensitive issues, contributing to the effective support of and contribution to a specialist team.

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	Vacant		

Appendix

Core Capability Framework – Team Member

Relationship Management

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

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

Planning & Organising

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

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

People Development

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

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

Future focused organisation

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

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

Outcome orientation

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

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

Service focus

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

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

Self-management

- Accepts personal responsibility for outcomes within their control

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

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

Safety, health and wellbeing

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

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

Council's REACH Values

Respectful

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

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

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

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

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

Creative

We care about getting the best outcomes.

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

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

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

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

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

Honest

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

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

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

Accountable

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

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

We take responsibility for our actions.

