

## Position Description

Position Title	Building Maintenance Administration Systems & Services Officer
Directorate	City Futures
Department/Business Unit	Engineering & Major Projects
Team	Building Maintenance
Classification	Band 5
Date	July 2025
Reports to:	Building Maintenance Team Leader
Supervises:	Nil
Internal Liaison:	Manager, Coordinators, Team Members, Councillors, Staff
External Liaison:	Community Agencies, Other Government Authorities, Contractors, Residents, Community Groups

### Position Objectives

- Provide high quality, efficient and effective systems and business support for the Building Maintenance Team Leader, Coordinator and Building Maintenance team.
- Carry out safety & quality site inspections on Building Maintenance Contractors & Services.
- Provide Building Maintenance operations and administration support as required.
- Coordinate & optimise council's security master key register, access control & CCTV systems.
- Coordinate and administer council's half-cost fencing services
- Support the achievement of building maintenance service standards, specifications, and integrated management system outcomes.
- Adherence with building maintenance budgets and business plan requirements.

### Key Selection Criteria

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

- Relevant experience and skills in supporting business and office operations with the capacity to manage a broad range of tasks simultaneously and achieve outcomes in a timely manner
- Systems expertise which provides maximum utilisation and development of technology for business enhancement
- Effective interpersonal skills, incorporating verbal and written communication and customer service
- Advanced PC literacy, with the capacity to capture and utilise meaningful data and prepare reports for line management
- Effective time and self-management skills to organise and prioritise work within resourcing limits and timelines
- Working knowledge of Building Act, OH&S Act, Regulations, Codes, Standards and an understanding of support trades used within building maintenance
- Relevant experience and skills in performing site safety & quality inspections on building contractors
- Suitable qualifications and experience commensurate with the position requirements

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
- ☒ Current Construction White or Red Card

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Operational</b>	<ul style="list-style-type: none"> <li>• With the Coordinator, monitor operations of building maintenance services and adjust where necessary in order to meet / deliver Building Maintenance Service Standards</li> <li>• Organise and perform Quality, OH&amp;S &amp; Customer audits on various external service providers, building maintenance, cleaning &amp; security contractors and internal/external customers.</li> <li>• Organise regular team and contractor meetings, including coordinating meeting minutes.</li> <li>• Procure quotations and liaise with various external service providers for the provision of specialist maintenance services</li> <li>• Coordinate &amp; optimise Council's Key register, Access Control System, CCTV and Half-Cost Fencing services</li> <li>• Provide assistance and advice to the Team on operational / administration functions, for maintenance programming and contracts administration</li> <li>• Undertake Emergency Management duties (as required)</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Ensure all system support for the Unit is operating to maximum capacity and efficiency</li> <li>• Evaluate systems and procedures and recommend improvement opportunities</li> <li>• Ensure actions arising from Building maintenance issues are followed up, actioned and finalised</li> <li>• Provide advice and produce written reports on Reactive and Planned Maintenance related issues</li> <li>• Ensure documentation (requests, orders, audits, minutes, quotes, registers and contracts) are all in accordance with council requirements, compliant and processed and stored accordingly</li> <li>• Ensure records systems are up-to-date and accessible (OBJECTIVE, MERIT, BRIGHTLY, ORACLE, INTEGRITI, PROMASTER KEY MANAGER, INTEGRITI, VMS and other Building Maintenance databases)</li> <li>• Follow up on actions arising from meetings, correspondence and telephone calls for the Unit</li> <li>• Reporting and data entry on Building Maintenance Databases and Records systems.</li> <li>• Provide assistance in the management of MERIT, OBJECTIVE, BRIGHTLY, ORACLE, INTEGRITI, DSS EXPRESS, PROMASTER KEY MANAGER and other building maintenance databases.</li> <li>• Monitor and report on the administration of Reactive and Routine maintenance expenditure</li> <li>• Coordinate raising of quotations, Purchase Orders and processing of invoices and associated duties</li> <li>• Maintain the strictest confidentiality regarding ratepayers, customers and employees information</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Respond to all customer issues, both verbally and in writing in a courteous, professional and timely manner</li> <li>• Efficiently support staff and building users across the municipality in resolving Building Maintenance issues</li> <li>• Promote a positive image of the Unit and Council to residents, stakeholders and industry</li> </ul>

## Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

## REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"><li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li></ul>
<b>Occupational Health and Safety</b>	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"><li>• Take reasonable care of their own health and safety.</li><li>• Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</li><li>• Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</li><li>• 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.</li><li>• Participate in health and safety training programs and initiatives.</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.

### 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 <10%	Occasional 11 – 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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input 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 checked="" type="checkbox"/>	<input 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"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<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 checked="" type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input 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

Directly accountable for:

- Effectively supporting the team and the business operations of the Unit, incorporating all building maintenance services including Council Key register, Access Control System, CCTV and Half-Cost Fencing services, where the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Supporting the Coordinator with the administration of Building Maintenance service, programs and ensuring budget, objectives, service standards, specifications and Integrated Management System outcomes are achieved within timeframes
- Identify and analyse the impacts of decisions/ actions and prepare appropriate responses for the Coordinator
- Identifying risk issues in systems, programs, services and referring them before they become problems
- Ensuring all system support for the Unit is operating to maximum capacity and efficiency
- Achieving quality business outcomes and performance measures
- Provision of quality advice to internal and external clients
- Ensuring Council policies and procedures are followed with integrity, compliance and continuous improvement
- Maintaining up-to-date and accurate records, data bases and documentation
- Coordinating actions arising from meetings, correspondence and calls
- Support expenditure recording and reporting within councils standards and financial delegations of authority

### Judgement and Decision-Making Skills

### Independently

*Required to make well thought through, sound judgements and decisions on:*

- Identifying and analysing the impacts of decisions/ actions and prepare appropriate responses
- Applying relevant expertise to specialised and routine methods, procedures and processes
- Resolving problems using initiative, early intervention and knowledge
- Judgements will need to be well thought through, researched and feasible
- Problem solving may be of a non-routine or technical nature and creativity will be required when dealing with issues not previously encountered
- Sound judgements will be required with analysis of data, provision of information and in writing reports
- Expected to make assessments and recommendations on issues, trends, gaps, ideas for innovation and improvement, staff or contractor performance and any potential issues that may impact upon the effectiveness and ongoing success of the team using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience
- Identifying risk issues in systems and programs and referring them before they become problems
- Ensuring all systems are supported and operating to maximum capacity and efficiency
- Coordinating the Key register, Access Control System, CCTV and Half-Cost Fencing services
- Administering financial actions, processes and limitations

### With Input

In conjunction with the Coordinator:

- Allocation of jobs, support & guidance to in-house building maintenance staff as well as external contractors
- Advising staff and building users across the municipality regarding building maintenance problems
- Advising contractors and customers of actions taken and resolve contract disputes (within authority)
- Monitoring operations of reactive, planned & scheduled maintenance programs
- Research and report on current trends and practices
- Recommend variations to service standards and improvements to systems and procedures
- Assist with safety, quality & customer audits and reporting
- Obtain quotations, raise purchase orders and liaise with various internal/external service providers

### Guidance

- Guidance and advice are available from the Coordinator within the time required to make a choice
- Routine decisions are within the scope of the role however more complex and technical decisions are subject to review by the Coordinator

## **Specialist Knowledge and Skills**

- Systems expertise which provides maximum utilisation and development of technology for business enhancement and achieve outcomes which requires an understanding of the underlying principles involved as distinct from the practices
- The capacity to capture and utilise meaningful data and prepare reports for line management
- Effective interpersonal skills, incorporating verbal and written communication and customer service
- Experience and skills in supporting business and office operations
- Coordination and influencing skills to achieve a outcomes with an understanding of the role and function of the senior employees to whole they provide support, and an understanding of the long term goals of the unit in which they work, and an appreciation of the goals of the wider organisation
- A knowledge of relevant Council policies and the context which they are used within council
- Advanced PC literacy, with the capacity to utilise systems, analyse data and provide accurate and meaningful data and information

## **Management & Interpersonal skills**

The essential position requirements include:

- Capacity to manage a broad range of tasks simultaneously with skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable
- Coordination expertise to effectively manage systems, processes and programs
- Data management capacity to transition data into business information
- Capacity to plan work, monitor performance and meet deadlines
- Flexibility and adaptability to move between tasks for a range of different staff

- Effective interpersonal skills, incorporating verbal and written communication and customer service
- Influencing skills to achieve a outcomes
- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- A 'can-do' approach which incorporates professionalism, ethical standards and integrity
- Facilitation skills to deal with routine situations and determine best way forward
- Excellent customer service focus supported by actions and outcomes

## **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:

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Occupant</b>			



### 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.

