

## Position Description

Position Title	Senior Business Partner – Corporate Operations
Directorate	Chief Financial Officer
Department/Business Unit	Financial Services
Team	Procurement
Classification	Band 7
Date	August 2025
Reports to:	Procurement Manager
Supervises:	Nil
Internal Liaison:	All Council staff, Supervisors, and Managers
External Liaison:	External Contractors & Suppliers, Government departments and agencies, and Consultants

### Position Objectives

Procurement within Greater Dandenong Council is undergoing rapid development to shift the function to best practice. In this role, you will be assigned one or more business areas and will be responsible for proactively engaging with key stakeholders in those business areas, developing forward procurement plans for those areas, managing and executing the procurement (sourcing) work for those areas, and managing nominated contracts. Stakeholder and contract management will strongly feature in your objectives.

Your primary purpose in this position is to be the key Procurement point of contact for nominated business areas and to plan and manage procurement events for those areas:

- Act as the lead trusted advisor to your business areas and be their “go-to” for procurement support, advice and execution with policy, process and contract management
- Understand business procurement needs in the immediate and medium terms and to translate these needs into a forward procurement plan for your allocated business areas
- Utilise key supply markets servicing your business area and provide valued advice on procurement strategies and assisted market intelligence
- Identify whole-of-business/category opportunities (e.g. consolidation, collaboration and panel agreements) and work with the business areas to realise those opportunities – overseeing the procurement strategy
- Ensure value for money principles and guidelines are met
- Conduct tenders, evaluations, extensions and variations strategy for above-threshold value procurement
- Provide advice to the business on lower risk (below threshold) quotes and strategy
- Manage nominated common-use agreements, panels, strategic contracts and key corporate agreements
- Assist development in key supplier relationships, contract management, contractor KPI strategies and outcomes
- Education and training of business users in procurement processes, probity and technology
- Support the council in Social Procurement and Sustainability objectives
- Support other Business Partners to balance the workload across the team
- Guide and mentor less senior Business Partners in the Procurement team
- Support the Procurement Business Partner in reporting on procurement and compliance performance in your area
- Lead and support the Procurement Operations Partner in reporting on procurement and compliance in your area

## Key Selection Criteria

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

- At least 5 years of procurement experience of which at least 2 years of senior procurement experience
- Preferred relevant qualification in Procurement, Business, IT or a related field
- Substantial experience and skills managing Procurement sourcing projects, including developing strategies, developing documents, conducting and evaluating tenders, supplier negotiation and writing contract award recommendation reports, through demonstrated:
  - ability to maintain confidentiality and manage sensitive issues and information
  - ability to ensure that the planning, management and delivery of procurement outcomes is fully consistent with all relevant legislative, probity and policy requirements,
  - skills in gathering and evaluating information on the market, business needs, categories, key suppliers, the supply chain and contextual factors to inform procurement decisions
- Experience and skills in managing internal business stakeholders, including strong communication and interpersonal skills
- Experience in management of contracts including transition-in of new suppliers, contract administration, contract risk management, and close-out of contracts.

As part of the Selection Criteria, you must hold and supply these licenses, registrations and / or certificates 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

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Build and maintain relationships with key business stakeholders</b>	<ul style="list-style-type: none"> <li>• Create contact and trusted advisor to nominated business areas with your Procurement Business Partner and Operations</li> <li>• Build strong relationships with key business stakeholders, focusing on running and attending business planning meetings, fortnightly and quarterly as required with your Procurement Business Partners and Operations</li> <li>• Attend meetings with Municipal Association Victoria (MAV), Procurement Australia and external stakeholders to develop relationships, reporting and value add for panel management</li> <li>• Attend meetings within our South East Metro (SEM) group of councils for education, opportunity and collaborative procurement identification</li> </ul>
<b>Forward Procurement planning and contract management strategy</b>	<ul style="list-style-type: none"> <li>• Identify business area requirements and future procurement needs and translate these into a 6-month forward procurement plan</li> <li>• Align forward procurement plans with procurement requirements related to existing contracts and integrate into Vendor Panel for reporting and workflows</li> <li>• Contract management and KPI reporting on all contracts in our forward procurement plan and update contract registers</li> <li>• Report on the above responsibilities for the Procurement Manager and Procurement Steering Committee</li> </ul>
<b>Procurement plans and steering committee</b>	<ul style="list-style-type: none"> <li>• Further develop Procurement Plans with added advice and analysis for business units and for the committee</li> <li>• Create, check, amend and edit Procurement Plan reports from meetings to provide data for Procurement Planning reporting to the committee</li> <li>• Strategic inputs into stakeholder management for the Procurement Steering Committee</li> <li>• Provide reporting to assist the Procurement Manager with the above requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop linked reporting for Procurement Plans and Contract Register from Vendor Panel to the Committee and further reporting integrations</li> <li>• Work with the Asset team manager on creative and innovative reporting for the council</li> </ul>
<b>Identify Whole-of-Business / Category Opportunities</b>	<ul style="list-style-type: none"> <li>• Analyse spend and forward procurement needs in nominated business areas and across the organisation and identify whole-of-business and/or whole-of-spend category opportunities to reduce cost or improve service and value</li> <li>• Develop procurement/category strategy communication documents to communicate the opportunities to the business areas</li> <li>• Work with business stakeholders to build Value for Money opportunities into the forward procurement plan and business plans</li> <li>• In conjunction with the business areas, execute the opportunities using market intelligence and software subscriptions</li> <li>• Report to the Manager of Procurement the benefits obtained from executing the opportunities</li> </ul>
<b>Develop Procurement Strategies</b>	<ul style="list-style-type: none"> <li>• Develop and implement procurement strategies for individual procurement events to meet business needs and deliver greater value from procurement</li> <li>• Partner with stakeholders to develop innovative supply strategies, establish supply arrangements, lead high-level negotiations and manage contracts to deliver value-for-money outcomes</li> <li>• Analyse and understand key supply markets servicing nominated business areas and act as an expert on these providing advice to the business and using market intelligence and knowledge as input into innovative procurement strategies and whole-of-business/category opportunity identification</li> <li>• Develop segmented supplier strategy for different business units and identify supplier strategies for value for money, compliance and innovation</li> </ul>
<b>Risk Register and risk management</b>	<ul style="list-style-type: none"> <li>• Develop, maintain and incorporate supplier risk registers to integrate between procurement plans (Vendor Panel), evaluations and policy requirements for your area</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.

## Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

## 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> </ul>

	<ul style="list-style-type: none"> <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>Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies &amp; Procedures</li> <li>Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.</li> <li>Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.</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.**

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input 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%
<b>Communicating with others –</b> Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others -</b> Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task –</b> <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating –</b> <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Decision making –</b> <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem solving –</b> <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning –</b> <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Judgement –</b> <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Short and long-term memory recall</b> – <i>ready access to documented procedures or precedents to perform requirements of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Emotional resilience –</b> <i>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</i>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions –</b> <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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. Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kneeling</b> – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

These descriptors help to classify the position:

## Accountability and Extent of Authority

The position is directly held responsible for:

- Senior Partner: Authority to partner with your business area as the primary point of contact for procurement support and advice within allocated business areas where the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives
- Procurement Planning: Authority to develop and implement forward procurement plans based on business needs.

- Market Strategy: Authority to provide strategic advice based on market intelligence and supply market understanding.
- Procurement Strategy: Authority to develop and execute procurement strategies for key events.
- Tender and Evaluation: Authority to conduct tenders, evaluations, and manage procurement strategies for above-threshold value procurements.
- Advisory on Quotes: Authority to advise on lower risk quotes and procurement strategies.
- Agreement Management: Authority to manage common-use agreements, panels, strategic contracts, and key corporate agreements.
- Contract management: Authority to manage key relationships and oversee contract management and supplier KPIs.
- Training and Education: Authority to educate and train business users in procurement processes and technology.
- Support and Mentorship: Authority to support various procurement roles and mentor less senior team members.

## **Judgement and Decision-Making Skills**

Judgement and decision-making is within the following scope:

### Independently:

- Makes decisions on the day-to-day and ongoing operations and coordination of Procurement tender projects for nominated business areas and the nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent
- Makes decisions on items to be included in the forward procurement plan
- Contract administration on managed contracts
- Business user education and delivery of ongoing training programs
- Gathering desktop supply market intelligence and market monitoring
- Developing Value for Money (VFM) strategy and executions

### With Input from the Manager Procurement:

- Determining procurement strategies for individual procurement events
- Identifies and recommends whole-of-business/category opportunities
- Determining the stakeholder management and engagement strategy with nominated business areas
- Support for other Business Partners to distribute workload
- Approach to interacting with supply market to gather market intelligence and knowledge
- Communication of supply market innovations to business area stakeholders
- Identifies opportunities of innovation to the Manager of Procurement:
- Approach to dealing with contract disputes and poor supplier performance of suppliers on managed contracts
- Approach to supplier relationship management for key and critical suppliers
- Improvements to CGD Procurement Policy, process and procedures
- Attendance at supply market conferences and exhibitions for the purpose of improving supply market knowledge

### Guidance:

- Works under broad direction from the Manager Procurement
- All decisions are made within the CGD Procurement Policy and legislative requirements

## Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- This position requires proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities
- Relevant degree qualification in Procurement, Business, IT or related field
- Demonstrable experience in cultivating and maintaining value-generating relationships with key business stakeholders
- Substantive experience and skills in procurement planning and execution, with a demonstrated ability to develop procurement strategies for individual procurement events or procurement spend categories
- Ability to facilitate procurement strategy development workshops and tender evaluation teams
- Ability to execute and manage procurement sourcing projects including tender document development, market engagement, evaluation, and negotiation
- Knowledge of probity requirements in local government procurement
- Technical knowledge aligned to the nominated business areas
- An understanding of the local government sector in Victoria, the legislation relevant to the sector, the long-term goals of Council, and its values

## Management & Interpersonal skills

The essential position requirements include:

- This position requires skills in managing time, setting priorities and planning one's own work and where appropriate that of other employees so as to achieve specific and set objectives.
- The ability to develop high-functioning relationships with key stakeholders with the ability to gain co-operation from clients, members of the public and other employees.
- The ability to influence and persuade stakeholders and to lead and challenge business discussions on procurement strategy development
- High resilience in change management
- The requirement to maintain confidentiality and manage risk, but also persuade, convince, or negotiate with staff, contractors, and suppliers in the pursuit and achievement of specific and set objectives of Procurement
- The ability to coach and guide less senior Business Partners and operational roles
- The ability to work with the Chief Financial Officer on procurement strategy
- Highly effective interpersonal, written, and verbal communication skills, including the ability to produce timely, professional communication

## 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.

- 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 councilors 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.

