

Position Description

Position Title	Principal Landscape Architect
Directorate	City Futures
Department/Business Unit	Strategic & Environmental Planning
Team	Climate & Open Space Planning
Classification	Band 7
Date	August 2025
Reports to:	Team Leader – Open Space Planning
Supervises:	None
Internal Liaison:	All Council Departments
External Liaison:	Strategic & Environmental Planning customers / General public / Referral authorities / Consultants / Government departments and agencies / External service providers

Position Objectives

Your primary purpose in this position is to:

- To provide expertise and advocate for high quality public open space design across the City of Greater Dandenong.
- Lead the planning, design, and delivery of high-quality, safe, and inclusive public open spaces, streetscapes, and park projects through the preparation of masterplans, strategic reports, and design policies that leads to sound, innovative, sustainable, and vibrant outcomes in a well-planned city.
- To design, manage and deliver high quality public open spaces, park, playgrounds and recreation design projects and activity centre streetscapes that are contemporary, safe, welcoming, sustainable and built to scope and within agreed budgets.
- Manage complex landscape architecture projects from project briefs, concepts, documentation and tender /quotation documents to completion, including facilitating community and stakeholder engagement, consultant coordination, cost estimation, and contract administration.
- Lead the development, coordination, management and review of a master plan and implementation program, to proactively support delivery of projects with open space strategic intent for community and environmental need as well as asset renewal.
- Lead and/or support the development and management of a long-term, multi-year program for master plan development and implementation projects.
- Develop and submit capital budget bids, grant funding opportunities or partnerships to support the delivery of Capital Works projects and programs and monitoring of project budgets to reflect the most up to date and accurate status of projects.
- Engage with the community and stakeholders, facilitating consultation processes and preparing reports, funding submissions, and policy recommendations to support innovative and responsive urban and open space design outcomes.
- Provide guidance, mentoring, supervision and direction to the internal Landscape Architect team, while fostering collaboration across departments to ensure design excellence and alignment with strategic goals.
- Assist project managers when requested in the contract administration of on-site delivery of open space projects.
- To provide professional, well considered, and consistent landscape and urban design advice and commentary on statutory and strategic planning application matters under consideration by the Council.
- To provide advice, guidance, and support to the strategic and statutory planners, as well as to staff across the wider organisation, responding to opportunities and issues in an innovative and productive manner.

- Actively participate in the achievement of the Strategic & Environmental Planning department's annual business plan and long-term team goals and objectives, influencing and contributing to other strategies, policies and plans across Council.

Key Selection Criteria

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

- Accredited degree qualifications in Landscape Architecture and /or Urban Design or equivalent with substantial relevant skills, knowledge, and experience. Relevant skills, knowledge, and experience should include demonstrated:
 - significant experience in the independent production of high-quality public realm design and delivery of projects, including stakeholder engagement.
 - experience in the development of strategic policy, reports and guidelines that addresses landscape design and urban design issues in the built and natural environments.
 - experience in a range of planning environments where strategic thinking has led to innovative land use and development outcomes.
 - excellent abstract reasoning skills relating to mapping and spatial modelling and interpretation and the ability to solve land use problems that do not have verbal or numerical elements.
 - Strong skills in developing landscape plans, masterplans, detailed drawings, specifications, and cost estimates; proficient in computer-based design techniques, especially Autodesk AEC, Adobe Creative Suite, and MS Office.
 - excellent report writing and stakeholder engagement skills, with the ability to work cooperatively with contractors, stakeholders, residents, and internal teams.
 - excellent problem-solving skills and experience particularly in relation to dealing with developers and other parties in major development proposals
 - excellent numerical reasoning and problem-solving skills and general budgeting.
 - knowledge of the relevant legislation and regulations pertaining to the planning system.
- Demonstrated written communication and comprehension skills including the preparation of reports, letters, emails and consultant briefs and presentations and other media to a consistently excellent standard.
- Demonstrated excellent verbal communication skills including active listening, explanation, and conflict resolution.

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 [mandatory]
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Policy & Strategy Development	<ul style="list-style-type: none"> • Assist with the implementation of relevant objectives of the Council Plan and annual department business plan. • Develop written and graphic technical landscape and urban design policies and guidelines. • Assist in the development of local planning policies and strategies for the continuous improvement and enhancement of the city's built-form, open space, and environs. • Assist in the preparation of Development Plans, Strategic Plans, Structure Plans, and other types of documents requiring landscape design input.
Design	<ul style="list-style-type: none"> • Prepare landscape design drawings from concept through to detailed design, master plans, estimates, specifications and contract documentation for open space and public realm capital works projects that respond to Council's strategic and open space policy direction.

	<ul style="list-style-type: none"> • Develop or facilitate designs for the public realm that advocate for capital improvements and enable implementation or documentation by the project manager or consultant.
Develop, review & apply the Planning Scheme	<ul style="list-style-type: none"> • Assist with the development and review of the Greater Dandenong Planning Scheme where it relates to landscape matters. • Review and provide advice on development proposals where they relate to landscape design matters or have design implications. • Understand and implement legislation and policy directions related to the built environment from state and federal government as appropriate.
Processes & Procedures	<ul style="list-style-type: none"> • Maintain electronic document files in relation to all allocated applications in accordance with corporate and legislative Planning and Environment Act and Freedom of Information requirements. • Enter required landscape referral requirements in Council's statutory planning application processing system and ensure the referral is current and complete at all stages of the application process. • Follow all documented and automated internal policies, processes, and procedures in relation to all allocated duties and services at all times.
Leadership	<ul style="list-style-type: none"> • Provide leadership to internal and external stakeholders with respect to landscape and urban design principles, strategies, plans, sustainable design principles and related local planning policies and their visions for the municipality.
Consultation & Advice	<ul style="list-style-type: none"> • Undertake consultation with relevant internal and external stakeholders with respect to landscape architecture, public realm and proposed policy or development projects. • Provide advice to developers/ consultants, members of the public and internal staff in respect of landscape architecture as part of planning matters within the strategic context of the Planning Scheme in written and verbal form. • Liaise with other Council business units, government authorities, other municipalities, and relevant stakeholders in respect of landscape design matters.
Advocacy	<ul style="list-style-type: none"> • Initiate, submit and advocate projects for Council's City Improvement Program (CIP). • Prepare grant and funding applications to external agencies for studies, strategies and capital improvement projects related to urban and landscape design.
Project Management	<ul style="list-style-type: none"> • Coordinate with project managers across Council in the delivery of all open space projects • Coordinate and manage the commissioning of consultants, preparation of project/consultant briefs and coordination of project programs on landscape and urban design matters. • Plan and coordinate the implementation of landscape and urban design projects funded from external agencies. • Oversee and guide related projects within the City Improvement Program (CIP) and operational budgets and liaise effectively to ensure that projects are completed consistent with the project intent. • Coordinate with project managers across Council where required.

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:

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">• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures• Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.• 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.
Climate Change & Sustainability	<ul style="list-style-type: none">• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none">• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.• Perform other duties as directed within the limits of acquired skills, knowledge, and training.• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees.• At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none">• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none">○ zero tolerance of racism and expectations that staff will act on incidents of racism○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none">• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

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

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%
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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input 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 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"/>

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

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 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"/>
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"/>
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 one's self, including static positions		<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%
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>
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 position is directly held responsible for:

- Undertaking landscape design duties as allocated by the Executive Director City Futures, Manager Strategic & Environmental Planning, Coordinator Climate & Open Space Planning and Team Leader – Open Space Planning.
- Timely completion of duties within set standards, key performance indicator times and procedures in an ethical and non-discriminatory manner which ensure a high level of service delivery and cost efficiency.
- The freedom to act is governed by policies, objectives, the annual budget, Council Plan and business plan for the Strategic & Environmental Planning Department, with a regular reporting mechanism to the Team Leader – Open Space Planning and Coordinator Climate & Open Space Planning to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- The work is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from urban design theory and experience, the Greater Dandenong Planning Scheme or previous decision precedent. The problem-solving process comes from the application of these established techniques to new sites and situations on a daily basis.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.

Independently:

- Develop and interpret landscape design related policies for consideration and adoption by Council.
- Be able to problem solve in reference to regulations, acts, the Greater Dandenong Planning Scheme and Council's strategic plans and policies using procedures and guidelines and the application of professional or technical knowledge, or relevant experience.
- Responsible to make decisions on day-to-day operational, procedural, and administrative matters.
- Exercise independent judgment in providing professional advice to statutory planning staff, other Council staff and service providers as required.
- Advise, advocate, assess and make decisions on complex landscape and urban design submissions.

Recommends and identifies to the Team Leader – Open Space Planning and Coordinator Climate & Open Space Planning:

- Provide advice, advocate, assess and recommend decisions on landscape design related projects or applications of city/ regional importance.
- Develop strategies and plans that deliver improved and sustainable urban design, land use and built form outcomes.
- Where recommending strategies, design direction, policy formulation or improvements to procedures and operating systems, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Guidance:

- Works under broad direction from the Team Leader – Open Space Planning, with the freedom to act subject to professional and regulatory review by the Team Leader – Open Space Planning and Coordinator Climate & Open Space Planning.
- The impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients or on the public perception of the organisation.
- Guidance is not always available within the organisation, however all decisions are made within legislative guidelines.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities, through a strong understanding of landscape design principles and theory and ability to put these into practice.
- Where required to participate in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- Capacity to resolve problems through discussion and advocacy and effectively present designs, strategies and policies to community groups, Councillors, and colleagues.
- Keep abreast of trends, policy and best practices that effectively promote good landscape design and planning.
- In coordination with project managers, project manage landscape design, open space, built form and /or technical design projects.
- An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, and planning and organising own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Organisational skills to implement, review, develop and maintain efficient and effective landscape design advice and decision-making systems, ensuring all correspondence, requests and documentation is registered, recorded, and actioned in line with team key performance indicators.
- Ability to gain the cooperation and assistance of planning officers, customers, members of the public, other employees, and external stakeholders in the administration of broadly defined activities to facilitate efficient application processing and high-quality outcomes.
- Ability to liaise with counterparts within their own organisation and other employees in other functions within external organisations to discuss and resolve specialist matters.
- Ability to utilise well developed oral communication and advocacy skills to communicate urban design matters and advice relating to planning application assessments as well as prepare high quality correspondence, reports, presentation, project briefs, templates, and other documents to a consistently excellent standard.

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 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.

