

Position Description

Position Title	Project Manager – Icon Projects
Directorate	City Futures
Department/Business Unit	Chief Engineer & Major Projects
Team	Major Projects
Classification	Band 7
Date	July 2025
Reports to:	Senior Project Manager – Icon Projects
Supervises:	Nil
Internal Liaison:	Managers, Project Sponsors, Stakeholders, Coordinators, Staff
External Liaison:	Consultants, Community Agencies, Authorities, Contractors, Residents, Project Stakeholders, Community Groups, Funding agencies, Industry Organisations, Emergency Services, Relevant Government Departments (State, Local, Federal)

Position Objectives

Your primary purpose in this position is to:

- assist delivery of the new DWC Aquatic Project and related subprojects
- provide administrative and technical support to the Senior Projects Manager – Icon Projects.

The role will require:

- mature project management skills
- proven experience working on large complex building projects
- advanced administration skills and contract management skills
- ability to implement Quality Assurance initiatives
- strong written and verbal communication skills

Key Selection Criteria

Main responsibilities will include but are not limited to:

Project Management

- Assist with managing project budget, quality, risk and programme.
- Corporate reporting to various stakeholders at all levels across the organisation.
- Engage and communicate with various key stakeholders both internally and externally
- Prepare and implement Design and/or Construction Contracts
- Develop project plans / briefs / scope / design
- Assist with project resource planning and management
- Establish and implement project handover and training plans
- Actively manage defect rectification lists
- Maintain accurate project records

Contract Management

- Assist with contract administration of consultant and contractor contracts
- Proactively manage situations to avoid variations and delay claims.
- Facilitate project contract document packages for procurement of new services.
- Participate in tender assessment and evaluation as required

- Compile tender and Council Reports as required

Leadership

- Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity
- Provide clear direction and open communication to facilitate values of openness and trust
- Challenge the status quo and champion new initiatives
- Foster a customer service culture, which maximises relationships between departments and promotes shared accountability for meeting customer and stakeholder needs
- Follow Council’s REACH principles

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

Essential

- A relevant tertiary qualification in Engineering, Project Management or Construction along with subsequent relevant work experience.
- An understanding of Project Management principles
- Previous involvement on larger scale construction projects
- Relevant work experience should include:
 - A proven successful track record in working on large construction projects that include building, civil and landscaping components.
 - Ability to plan and manage commissioning, training and handovers tasks.
 - Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
 - Manage defect rectification during the defect liability period
 - Implementation of Quality Assurance and Risk
 - Stakeholder Management
 - Understanding and management of the implementation of sustainability principles
 - The capacity to effectively manage time, establish priorities and achieve business outcomes, despite conflicting pressures.
 - Business and political acumen to monitor and manage sensitive and confidential issues
- Strong written and verbal communication skills
- A positive ‘can-do’ approach which incorporates professionalism, ethical standards and integrity and an understanding of the long-term goals of Council, its values and aspirations and the legal and political context in which it operates.
- Highly effective interpersonal skills, incorporating verbal and written communication, a strategic and operational perspective, advocacy, facilitation and excellent customer service.
- A current valid [and ongoing] Victorian Drivers Licence and intermediate to advanced PC literacy incorporating MS Office applications.

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

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Project Management	<ul style="list-style-type: none"> • Delivering project management which has sound methodology and operational and strategic perspective, and focusses on providing outcomes which are sustainable, fiscally responsible and benefit both council and the community. • Assist with oversight and coordination of various consultant teams • Assist will all aspects of project administration and reporting • Assist with cost management, liaising closely with the project QS • Manage change controls during the course of the project • Manage spin off projects
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	<ul style="list-style-type: none"> • Attend and minute PCG meetings and any other project related meeting as required • Assist with developing project communications • Conduct regular site inspections and maintain construction diary • Enforce contract commitments made by consultants and contractors • Ensure the projects have sound scoping, design and costing including incorporating budget bids, funding applications and feasibility studies, ensuring funding opportunities are maximised. • Prepare each project budget, commit and monitor expenditure and approve payments against budget target amounts, as per delegations of authority and provide reporting at regular intervals. • Facilitate and liaise with key stakeholders to establish a robust, sustainable plans for designated projects ensuring safety, quality and environmental reports are factored in, compliant and meet corporate requirements. • Implement project risk management plans and ensure projects are tracking to requirements by managing project delivery, through design, documentation, construction, commissioning, defects period and handover, reporting regularly on key performance indicators and business outcomes. • Identify issues when they become apparent and resolve them before they become problems and ensure accurate and up-to-date records of all project documentation are in place and available at all times
Contract Administration	<ul style="list-style-type: none"> • Assist with the contract administration of the head contractor contract and various consultant contracts • Develop strong client / contract manager relationships Facilitate project specifications, support the calling of quotes and tenders, evaluation of tenders and recommendations of preferred tenderers, through to managing the project lifecycle from implementation to closure of contracts. • Develop and ensure quotations and contract specifications are in accordance with corporate standards and compliance and delegations of authority are strictly met, including tendering. • Ensure Council is receiving best value and agreed contract requirements through variations that are reasonable, valid and within scope and budget, providing monthly reporting on contract status, financials and performance • Ensure all factors are incorporated with best practice principles and continuous improvement strategies as well as effective management of OH&S and Risk issues.
Leadership	<ul style="list-style-type: none"> • Provide quality advice to the Senior Project Manager and Project Control Group Members • Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity • Provide clear direction and open communication to facilitate values of openness and trust • Challenge the status quo and champion new initiatives • Foster a customer service culture, which maximises relationships between departments and promotes shared accountability for meeting customer and stakeholder needs
Working out of Hours	<ul style="list-style-type: none"> • This position may require participation in an on-call where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. • If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

Core Organisational Capabilities

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

REACH Values

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

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.

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.)

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

This position does not require more than 10% (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 type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input 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: Band 7

Accountability and Extent of Authority

The position is directly held responsible for:

- Managing projects to allocated resources to optimise value to Council and the community. The freedom to act in this regard is governed by policies, objectives and budgets with a regular reporting mechanism 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,
- Providing specialist advice to and regulates clients and the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients,
- Participate in the development of policy and procedures and working within existing regulatory and project delivery frameworks,
- Where this position provides input to policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position, with the quality of the work of this work having a significant effect on the policies which are developed,
- Provision of high-quality expertise in planning, design and delivery of projects within legislative and corporate guidelines, timeframes and service standards, ensuring Council policies and procedures are followed with integrity and compliance and continuous improvement principles and that excellent customer service standards are applied leading to the resolution of outstanding issues.
- Leadership which incorporates professionalism, ethical work standards and a high level of integrity determining the most feasible and cost-effective strategy to achieve an acceptable outcome, managing all components of project delivery, including construction, commissioning and handover.
- The freedom to act is designated by management on a project basis with the authority to commit expenditures and vary contracts confined within corporate financial and Unit delegations.
- Ensuring safety, quality and environmental practices and principles are applied to the highest standards, including identifying and managing risk issues.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- This position is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate.
- In policy formulation, 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.

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

- Application of specialised technical expertise, advice and recommendations on Projects
- Allocation of resources to meet work demands, including planning and priorities
- Managing plans, budgets, contracts and contractors
- Implementing methods, procedures and processes to deal with situations as they arise
- Varying programs and approving works
- Interpreting regulations and codes of practice
- Determining and applying corrective actions
- Financial commitments, expenditure and payments
- Critical situations

With Input from the Senior Project Manager

Resolve contract issues efficiently and with minimal impact

- Consider long- and short-term resource issues
- Provide changes to construction plans
- Required to inform the Coordinator of any decision that may affect the timing, budget, quality or scope of the project

Recommends to the Senior Project Manager

- Design improvements and technical solutions
- Variations to contracts and service standards to adapt to and meet the needs of different situations
- Improvements to work systems, work procedures and structures which result in cost savings and more efficient business practices

Guidance

- Works under broad direction from the Coordinator Civil Projects and/or Coordinator Building Projects. It is expected you will have independently researched and developed a range of options and solutions for consideration.
- Guidance and advice are not always available from the Coordinator Civil Projects or Coordinator Building Projects or from within the organisation and accordingly must be sought from external sources.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific discipline within the field of project management in the search for solutions to new problems and opportunities
- A proven successful track record in managing building works projects from concept design stage to final hand over through:
 - High quality expertise to provide robust and sustainable advice to management
 - Expertise in planning work, monitoring performance and contracts, ensuring quality controls.
 - Project and contract management expertise to achieve corporate business requirements.
 - Business acumen to identify and anticipate areas of concern, monitor and manage financial responsibilities and ensure contracts effectively deliver standards and best value
 - Leadership capacity to influence others to achieve agreed outcomes
 - Political acumen to deal with sensitive and confidential internal and council issues
 - A strategic and operational perspective
 - A good knowledge of relevant Legislation, Codes of Practice, Safety and Industry Best Practices
- Where involved in policy formulation, analytical and investigative skills are required to enable the

formulation of policy and procedure options from within a broad organisation-wide framework.

- 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.
- A detailed knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures is required to contribute to the strategic directions of the Civil Projects and Building Projects business unit.
- Intermediate to advanced PC literacy, incorporating MS Office applications and EDRMS systems.

Management & Interpersonal skills

The essential position requirements include:

- Flexibility in the workplace, skills in effectively managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives including tight deadlines, in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of broadly defined activities.
- Ability to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- Highly effective advocacy and representation skills along with high attention to detail and accuracy to effectively deal with all stakeholders and influence staff and contractors to outcomes.
- Excellent customer service focus supported by actions and outcomes through highly effective interpersonal skills, incorporating verbal and written communication, problem resolution, presentation and facilitation, including the capacity to maintain a high degree of confidentiality and sensitivity to issues and information.
- A positive 'can-do' approach which incorporates professionalism, ethical standards and integrity

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.

