

Position Title	Fleet Operations Coordinator
Directorate	City Futures
Department/Business Unit	Infrastructure Services
Team	Works and Fleet
Classification	Band 6
Date	September 2025
Reports to:	Team Leader Fleet & OC Services
Supervises:	Motor Mechanic x 2, Mechanic's Apprentice
Internal Liaison:	Service Unit Leader Works and Fleet, Team Leader Fleet & OC Services, Mechanics, Storeperson, staff/customers from Infrastructure Services & Planning as well as other Departments/Directorates within Council
External Liaison:	Suppliers & Repairers, Local Government peers

## Position Objectives

Your primary purpose in this position is to:

- Provide strong Customer Service by coordinating/conducting scheduled maintenance and reactive repairs
- Administer Council's Fleet Management system (AusFleet) for all plant and equipment
- Supervise and coordinate day to day operations for mechanics and store personnel

## Key Selection Criteria

You need these essential qualifications (and/or experience), knowledge and skills:

- Relevant trade certificate, e.g., Heavy Diesel Mechanic along with substantial relevant associated fleet operations workshop management skills, knowledge, and experience, including a sound understanding of fleet management principles and techniques
- Demonstrated ability to effectively obtain cooperation from suppliers, customers, and staff, utilising problem solving and analytical skills to resolve day to day operational issues
- Well developed written and oral communication, listening and interpersonal skills to liaise, present, advocate and communicate effectively across appropriate internal and external levels
- Demonstrated ability to supervise others, whilst working as an effective member of a team to maximise the productivity and efficiency of the team
- A good knowledge of and aptitude for computer operation and software, particularly the Microsoft Office suite and fleet management systems
- A current valid (and ongoing) Victorian Drivers Licence along with Heavy Rigid Truck and Forklift/Loader licence, all supplied prior to offer of employment and commencement. A functional capacity test is also required before employment can be offered

As part of the 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) Employee Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence

- ☒ First Aid and CPR (ongoing), including:
- ☒ Provide First Aid (Level 2)

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Fleet, Plant and Stores Management</b>	<ul style="list-style-type: none"> <li>Raise purchase orders for repairs, maintenance, workshop consumables and verify that goods received against orders are correct before payment is made, advising Team Leader Fleet and OC Services of any known financial risks that may impact the annual operating budgets of the Workshop or Stores operations</li> <li>Assist the Team Leader Fleet and OC Services in the preparation of the Fleet and Plant renewal program and service level agreements, actively monitoring, reviewing, and replacing small plant and equipment within budgetary requirements</li> </ul>
<b>Vehicle Servicing &amp; Maintenance</b>	<ul style="list-style-type: none"> <li>Ensure Council vehicles, plant and light equipment are maintained and serviced in accordance with OEM manufacturer's specifications and RWC standards, providing strong client focused customer service to meet their needs in a timely manner</li> <li>Conduct diagnostic inspections and safety checks on plant and equipment and program scheduled servicing, supporting mechanics as necessary to undertake repairs and maintenance to plant and equipment</li> <li>Support storeman, as necessary, in Depot maintenance and stock management control, as well as actioning the breakdown emergency call out service (if required)</li> </ul>
<b>Supervision</b>	<ul style="list-style-type: none"> <li>Oversee the staffing of the Workshop and OC Services unit, identifying and implementing training needs for staff, and addressing performance management issues that arise</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>Assist with general financial administration, as well as identifying and developing improvements in customer service administration systems and procedures</li> <li>Ensure that relevant information is promptly communicated to the appropriate staff and departments within Council and their suppliers/repairers, including preparing correspondence and provide general information and assist with the administration of the Fleet business unit</li> <li>Ensure the correct stock levels of parts are maintained so as not to adversely affect Council operations, undertaking inventories of mechanical stock, including reviewing/restructuring stores management and systems and reporting on any discrepancies</li> </ul>
<b>AusFleet</b>	<ul style="list-style-type: none"> <li>Coordinate the generation of regular reports and statistical data from the Fleet management system, as well as identifying system improvements in consultation with the Team Leader Fleet &amp; OC Services</li> </ul>
<b>Operational</b>	<ul style="list-style-type: none"> <li>Maintain the cleanliness and serviceability of the workshop, tools, and workshop equipment, undertaking periodic/annual fleet and monthly stores audits and completing the resulting actions to achieve prescribed outcomes</li> <li>Raise repair job sheets via the Fleet Management system (AusFleet) and ensure they are correctly coded, costed and documented</li> <li>Provide technical advice for the development of plant specifications, ensuring compliance with Codes of Practice (COP) and Safe Operating Procedures (SOP)</li> <li>Monitor all OH&amp;S issues on plant and equipment and assist in the development of Standard Operating Procedures (SOP's) and Safe Work Method Statements (SWMS) for the fleet workshop activities</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Manage, coordinate, and investigate customer requests and complaints, responding to customers, both verbally and in writing in a courteous, professional, and timely manner</li> <li>Assist in reviewing and updating Service Level Agreements, coordinating existing resources to best meet customer requirements</li> </ul>
<b>First Aid Activities</b>	<ul style="list-style-type: none"> <li>Undertake the role of Occupational First Aid Officer (OFAO) where required to administer First Aid to clients who may be injured or unwell whilst receiving Council services and / or staff within your office as required</li> </ul>

	<ul style="list-style-type: none"> <li>Undertake quarterly checks of the supplied First Aid kit to ensure it is compliant, and assist with any incident investigations and unresolved issues connected with the use of First Aid supplies.</li> </ul>
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## 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> <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> <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> <li>Develop, implement, promote and review Council's OHS management system within their area of responsibility.</li> <li>Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs.</li> <li>Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities.</li> <li>Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.</li> </ul>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team.</li> <li>Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements.</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, and support staff to understand and meet these requirements.</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>Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures</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.

### Vision and Hearing Requirements

- ☐ This position requires a vision test
- ☒ This position requires a hearing test

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

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Working independently</b> – <i>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</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Team based work</b> – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Focused Attention to task</b> – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Decision making</b> – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Problem solving</b> – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Short and long-term memory recall</b> – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Emotional resilience</b> – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Interruptions</b> – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- ☐ This position does not require more than 10% (on average) daily work rate of manual handling/physical exertion. 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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
<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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task		<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" 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"/>

- ☐ If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).

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:

- Supervising resources to meet customer needs in a timely manner, with the freedom to act governed by clear objectives and/or budgets with a regular reporting mechanism to ensure adherence to goals and objectives
- Achieving superior service delivery by programming scheduled services and repairs so workloads are consistent and flexible, reducing the number of repetitive repairs and breakdown call outs, ensuring quality, effectiveness, cost and timeliness of the programs, projects, or work plans, and the safety and security of the assets being managed
- Providing support to more senior employees, where the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported
- Ensuring that all employees under their direction are trained in Safe Working Practices and in the safe operation of equipment and are made aware of all Occupational Health & Safety policies and procedures.

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

Judgement and decision making will be within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent and may involve improving and/or developing methods and techniques generally based on previous experience
- Problem solving may involve the application of these techniques to new situations

#### Independently

- Programs servicing and maintenance, allocating resources to meet work demands
- Sources suppliers and contractors in accordance with Council's Procurement policy and procedures
- Resolves customer requests and decides on corrective actions

#### With Input from the Team Leader Fleet & OC Services

- Resolves supplier's disputes and resource allocation issues
- Considers long term resource planning issues
- Assists with the preparation of Service Level Agreements, the delivery of fleet replacement programs, and the identification of team training and development programs

#### Recommends to the Team Leader Fleet & OC Services

- Opportunities for efficiency gains and improvements to work systems / procedures
- Variations to Service Standards

#### Guidance

- Works under broad direction from the Team Leader Fleet & OC Services and guidance and advice are usually available from the Team Leader Fleet & OC Services

### **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific Fleet Management discipline, including the underlying principles as distinct from the practices
- Proven ability to provide direction, leadership, and structured training, including on-the-job training, to supervised employees
- Supervisors require a thorough understanding of the relevant technology, procedures and processes used within their operating unit
- An understanding of the role and function of the senior employees to whom they provide support and an understanding of the long-term goals of Fleet Services and of the relevant policies of both the unit and the wider organisation
- When managing resources, a familiarity with relevant budgeting techniques is required

## Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, and planning and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable
- Where management of employees is part of the job, the position requires an understanding of and ability to implement Council's Human Resource Management policies and procedures including those related to equal employment opportunity, occupational health and safety and employee's development
- The ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees
- The ability to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems
- The ability to write reports in their field of expertise and prepare external correspondence.

## 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.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

### 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.

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

### 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.

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

### 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

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

### 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

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

### Service focus

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

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear

	<ul style="list-style-type: none"> <li>• Responds appropriately to client/customer requests and/or complaints</li> </ul>
<b>Self-management</b>	
Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	<ul style="list-style-type: none"> <li>• Accepts personal responsibility for outcomes within her/his control</li> <li>• Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience</li> <li>• Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement</li> <li>• Models Greater Dandenong's ethical and organisational standards</li> <li>• Acts decisively during times of ambiguity and pressure</li> </ul>
<b>Safety, health and wellbeing</b>	
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	<ul style="list-style-type: none"> <li>• Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing</li> <li>• Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives</li> <li>• Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture</li> </ul>

## 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.

