

Position Title	COORDINATOR CIVIL AND OPEN SPACE PROJECTS
Directorate	City Futures
Department/Business Unit	Project Delivery & PMO
Team	Civil & Open Space Projects
Classification	Band 8
Date	December 2025
Reports to:	Chief Infrastructure Officer
Supervises:	T/L Open Space Projects, T/L Civil Projects, Project Manager Open Space, Snr Project Manager-Civil Projects, Project Engineer-Civil Projects X 3, Design Engineer.
Internal Liaison:	Construction, Project Management Office, Infrastructure Planning Team, City Works
External Liaison:	Contractors, Consultants, Melbourne Water, Victorian Government Departments, other Municipalities

Position Objectives

The primary objectives of the position are to:

- Effectively manage and lead the operations of the Civil and Open Space Unit, thereby ensuring business plan, maintenance programs, contracts, service standards, budget and people management outcomes are achieved to high quality standards and in a timely, cost effective and compliant manner, including applying continuous improvement principles to all operations of the Unit.

Key Selection Criteria

Selection of the most suitable applicant will be assessed on the following:

- A relevant tertiary qualification in Engineering, Construction and /or Project Management or equivalent in combination with extensive relevant expertise in supervising and managing Civil and Open Space project functions in a large organisation.
- Required to be registered under Professional Engineers Registration Act 2019.
- A proven successful record of leading a team to achieve business objectives;
- Experience and skills proactively planning and implementing services strategies, projects, policies, programs and services for civil, open space, capital works, OH&S and contractors.
- Expertise in planning work, monitoring performance and contracts, ensuring quality controls and staff leave management.
- Highly effective interpersonal skills, incorporating verbal and written communication, advocacy, presentation, negotiation, facilitation and excellent customer service.
- Demonstrated ability to develop and monitor a work unit's budget.
- Demonstrated experience at delivering a broad range of complex community infrastructure projects, including projects with 3rd party approvals.

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) Working with Children's Check
- satisfactory (and ongoing) Police Check
- current valid (and ongoing) Victorian Driver's Licence
- current (and ongoing) registration on the Register of Professional Engineers (Victoria)
- current valid (and ongoing) "White Card" or similar related OH&S certification

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Functional Responsibilities	<ul style="list-style-type: none"> • Ensure the successful delivery of the annual City Improvement Building Projects Program, project managing allocated CIP Civil and Open Space projects from the development of conceptual design, detailed design to handover and ensure completion on time, budget and to the required standard and quality. • Manage the day to day operations of the Civil and Open Space Projects Unit, developing and managing the Unit budget, committing expenditure and approving payments within budget, to an amount per delegations of authority. • Coordination and management of related project contracts including the provision of services within annual budget limits and authority, developing quotations and contract specifications in accordance with corporate standards, reporting on key performance indicators and business plan outcomes to meet corporate requirements. • Implement and monitor programs that ensure Council's safety, quality and environmental project objectives / targets are met or adjusted where necessary to deliver high quality and responsive outcomes. • Facilitate and manage projects to ensure delivery of works projects as identified throughout the annual budget process by establishing clear project plans / briefs / scope / design and ensure resources are allocated to enable completion of projects within timelines and other targets by: <ul style="list-style-type: none"> ○ Ensuring the projects are scoped appropriately to incorporate all key factors in the planning and costing stages including preparing project risk management plans and monitoring the implementation of project risk strategies; ○ Resourcing the projects to meet short and long term objectives including ensuring funding and finance opportunities are maximised; ○ Monitoring and supporting project implementation and reporting project status and outcomes, including supervising project staff and contractors to ensure projects are tracking to requirements; ○ Managing project delivery, including design, authority permits, documentation, procurement, construction, commissioning, defects period and handover, ensuring accurate and updated records of all project documentation are always in place and available; and ○ Facilitating and liaising with key stakeholders, identifying issues when they become apparent and resolving them before they become problems. • Make an ongoing, positive contribution to the Directorate through effective and high quality delivery of the position objectives. • Make an ongoing positive contribution to the Organisation through alignment with organisational culture, values and care for the community. • Enhance design knowledge, strengthening the ability to question, challenge and refine designs in a way that meets technical requirements, as well as providing practical results on the ground. • Make an ongoing positive contribution to the Industry through upholding core engineering values and ethical standards.
Leadership and Accountability	<ul style="list-style-type: none"> • Build and facilitate ongoing Unit capability and resilience in delivering the functional responsibilities of the role. • Monitor quality of output from the Unit to ensure advice effectively achieves its objectives. • Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity, displaying and promoting the organisational REACH values. • Provide clear direction to reports, consultants and colleagues in leading project teams, with open communication to facilitate values of openness, trust, and professional performance. • Motivate and coach staff by ensuring they have the necessary understanding, support, and resources for undertaking the delegated assignments, ensuring

	<p>performance milestones/hold-points are set, agreed, and deliver feedback to ensure agreed outcomes are achieved.</p> <ul style="list-style-type: none"> Challenge the status quo and champion new initiatives to contribute to and add value to the department management team and other corporate project teams/working groups. Ensure OH&S, personal development and risk management programs are in line with corporate standards to sustain a safe, healthy and enjoyable work environment. Foster a commitment to a customer service culture, which maximises relationships between departments and promotes shared accountability for meeting customer needs. Provide professional advice to the Managers, Directors, Senior Management and Council whilst providing clear direction and open communication to facilitate values of openness and trust within the team.
Asset Management	<ul style="list-style-type: none"> Coordinate the key elements to ensure the effective asset management, identifying improvement opportunities to provide best practice maintenance and upgrading of Council Civil and Open Space assets.
Customer Service, Engagement and Consultation	<ul style="list-style-type: none"> Champion the execution of a high-quality experience to project clients within the organisation, providing timely advice and updates, opportunities to maintain project ownership etc. Build Unit skills at communicating complex engineering problems in a courteous, professional and timely manner. Proactively liaise with colleagues to ensure that they are informed, their Development Engineering issues are acknowledged, and their support is gained in pursuing objectives and outcomes. Effectively liaise with external bodies such other councils, service authorities, the Department of Transport and Planning, and other relevant organisations to achieve a deep understanding of and support for Council's objectives and other matters of mutual interest. Participate in (or facilitate Unit participation in) regional groups of councils to facilitate improved outcomes in areas of shared interest. Encourage staff engagement and participation in industry events and benchmarking. Respond to customers in a professional, courteous and timely manner, providing accurate professional advice that reflects industry best practice to external and internal customers.
Financial and record keeping	<ul style="list-style-type: none"> Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.
Contract Management	<ul style="list-style-type: none"> Develop strong client contract manager relationships and oversee project specifications, evaluation of tenders and recommendations of preferred tenderers, ensuring Council is receiving best value and agreed contract requirements, through: <ul style="list-style-type: none"> Ensuring quotations and contract specifications are in accordance with corporate standards and contract variations are reasonable, valid and within scope and budget; Ensuring compliance and delegations of authority are strictly met, including tendering; Ensuring best practice principles and continuous improvement strategies are part of operations; Effective management of OH&S quality and environmental practices and principles related to building sites and contractors; Undertake monthly reporting on contract status, financials and performance. Recommend project procurement methods and be involved in the preparation and coordination of specifications, quotations and tenders. Lead and assist in the compliant evaluation of quotations and tenders, overseeing the effective implementation, monitoring and closure of contracts, ensuring contract variations are reasonable, valid and within scope and budget. Ensure OH&S, risk, quality and financial factors are all in place, compliant and stringently followed by those working on the project.

	<ul style="list-style-type: none"> Manage all project contracts, including the timely delivery of project and contract stages / outcomes to ensure Council is receiving best value and agreed contract requirements.
Occupational Health and Safety	<ul style="list-style-type: none"> Acknowledge that the Unit includes a number of roles exposed to OH&S risks due to the nature of the work (significant proportion of work on site / out of office) Acknowledge that the Unit includes a number of roles with direct interface with the community, potentially including children (significant proportion of work on site / out of office) Champion a culture of prioritising the physical and mental health and safety of staff
Continuous Improvement Innovation	<ul style="list-style-type: none"> Plan, budget and manage the Civil and Open Space Projects program, developing and coordinating Council Asset Management priorities related to Buildings. Develop and review maintenance programs, business plans and annual budgets to meet corporate and Departmental objectives. Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude to embrace new tasks and to assist others. Work in cooperation with other departments in undertaking strategic and operational planning. Staff planning, incorporating work allocation and quality controls, workflows, performance management, training needs and programs as required and leave management. Identify opportunities and encourage and support planning & service development for the Directorate as well as working in cooperation with other departments in undertaking strategic and operational planning and implementation of projects

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.

	<ul style="list-style-type: none"> 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. <p>People managers have additional responsibilities to:</p> <ul style="list-style-type: none"> Develop, implement, promote and review Council's OHS management system within their area of responsibility. 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. 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. Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	<ul style="list-style-type: none"> 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. 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. 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.
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"> 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

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	Occasional 0 – 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production		<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	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i>					
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Physical Requirements

- This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires $\geq 10\%$ (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).]
- This position requires a vision test
- This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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"/>
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 type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

These descriptors help to classify the position:

Accountability and Extent of Authority

- Employees in this Band must have the ability and skills to provide training in specialist disciplines either through formal training programmes or on the job training.
- Employees in this Band also require a thorough understanding of the relevant technology, procedures and processes used within their operating unit.
- Ensuring contract management is in accordance with corporate standards
- Ensuring Council policies and procedures are followed with integrity and compliance and continuous improvement principles are applied to all operations of the Unit
- Ensuring excellent customer service standards are applied and outstanding issues are resolved
- Ensuring safety, quality and environmental practices and principles are applied to the highest standards for identifying and managing risk issue.
- The position is directly held responsible for:
 - Ensuring the team have the necessary role clarification, support, resources and training for the job. The freedom to act in this regard is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken in this Band may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation
 - The provision of high quality specialist advice to and regulation of clients and reporting on Civil and Open Space Projects related issues with the freedom to act being governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.

- Where responsible to develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Employer or the corporate management.
- The advice and counsel provided by this position is relied upon for guidance and part justification for adopting specific policies or strategies the impact of which may be substantial upon the organisation and/or the community.

Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- This position involves both problem-solving and policy development. Methods, procedures and processes are less well defined, and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options before a choice can be made.

Independently

- Application of specialist civil and open space expertise, advice and recommendations including interpreting regulations and codes of practice.
- Allocation of resources to meet work demands, including planning, priorities contingencies, and staff work allocation, performance and leave management along with financial commitments, expenditure and payments.
- Developing and managing business plans and budgets, contracts and contractors, including performance.
- Varying maintenance programs and approving construction and modification works determining and applying corrective actions and resolving customer requests.

With Input from the Manager, Project Delivery & PMO:

- Resolve contract disputes efficiently and with minimal impact.
- Resolve human resource issues quickly before they escalate.
- Consider long and shortterm resource planning issues.
- Provide changes to construction plans with input provided by Design Consultants.

Recommends to the Manager, Project Delivery & PMO:

- Variations to Contracts and Service Standards to adapt to and meet the needs of different situations.
- Design improvements, technical and engineering solutions related to civil and open space projects.
- Improvements to work systems, work procedures and structures which result in cost savings and more efficient business practices.

Guidance:

- Works independently per delegations of authority under broad direction from the Manager, Project Delivery & PMO.

Specialist Knowledge and Skills

The essential position requirements include:

- Extensive breadth and depth of expertise in contract management of both small and large Civil and Open Space projects from conception to high quality outcomes and corporate business objectives. This includes supervising and managing the functions of a related business unit within a large organisation.
- Proficiency in the application of theoretical or scientific approaches to Civil and Open Space in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
- A strategic and operational perspective including an understanding of the long term goals of the wider organisation and of its values and aspirations and of the legal and socioeconomic and political context in which it operates.
- Financial management skills to develop, monitor and meet budgets combined with business acumen to identify / anticipate risks or areas of concern and manage these issues to ensure contracts effectively deliver standards and best value.
- Analytical and investigative skills.

- Understanding of local government policies and programs and their impact on local government service provision.

Management & Interpersonal skills

The essential position requirements include:

- Ability to manage time, set priorities, plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Maintain a continuous improvement focus and drive enhancements that contribute to team and departmental effectiveness.
- Understanding of and an ability to implement personnel policies and practices including those related to equal employment opportunity, occupational health and safety, recruitment and selection procedures and techniques, position descriptions and employee development schemes. There is also an expectation to contribute to long term staffing strategies.
- Capacity to monitor and work within budgets.
- Ability to undertake tasks efficiently and effectively without direct assistance and supervision.

Interpersonal Skills:

- Highly developed verbal and written communication skills, including the ability to prepare clear and concise business cases, briefs and reports.
- Ability to gain co-operation and assistance from clients, members of the public, groups and other employees in the administration of broadly defined activities and to motivate and develop other employees.
- 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.
- The ability to communicate respectfully and clearly, and to explain and present complex issues in an uncomplicated way to a range of audiences including other officers at Council and the broader community.
- Demonstrated ability to deliver a high standard of customer service by understanding the needs and concerns of others, showing a willingness to listen, and finding acceptable compromises where appropriate to resolve issues.
- Ability to work effectively and contribute to a team environment.
- Ability to lead by example, proactively motivate others, and inspire commitment among team members to achieve organisational goals, objectives, and performance targets.

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			

Core Capability Framework – People Leaders

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 holistic 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"> • Responds appropriately to client/customer requests and/or complaints
<p>Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others</p>	<p>Self-management</p> <ul style="list-style-type: none"> • Accepts personal responsibility for outcomes within her/his 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
<p>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</p>	<p>Safety, health and wellbeing</p> <ul style="list-style-type: none"> • Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing • Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives • Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

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.

