

Position Title	PROJECT DEVELOPMENT OFFICER
Directorate	City Futures
Department/Business Unit	Project Delivery & PMO
Team	Project Management Office
Classification	Band 5
Date	December 2025
Reports to:	Team Leader Project Management Office
Supervises:	Nil
Internal Liaison:	Manager, Project Managers, Program Support Officer, other support staff
External Liaison:	Community Agencies, Stakeholders, Authorities, Contractors, Residents, Community Groups, Consultants, Some Government Departments

## Position Objectives

To provide high quality, efficient and effective support for the successful delivery of Council’s CIP Program, by supporting the Project Delivery & PMO team about contract requirements, financial administration, quality controls, timelines, reporting, issues resolution and documentation preparation and storage

## Key Selection Criteria

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

- A relevant tertiary qualification in Business Administration, Project Management or equivalent qualifications with significant subsequent relevant experience.
- A proven successful record of supporting the delivery of projects from inception to final hand over.
- Experience and skills in supporting business and office operations in a technical/project setting.
- Effective interpersonal skills, incorporating verbal and written communication, and problem solving
- Demonstrated excellent customer service skills, combined with an ability to liaise, consult and advocate with a diverse range of stakeholders.
- Advanced computer literacy with the capacity to capture and utilise meaningful data and prepare reports
- Effective time and self-management skills to organise and prioritise work within resourcing limits and timelines.
- Demonstrated knowledge of budgeting, financial processes and accounting systems.
- 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.

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

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<b>Functional Responsibilities</b>	<p>Support to the Manager</p> <ul style="list-style-type: none"> <li>• Undertake a range of administrative and business support functions for the Team Leader Project Management Office and staff in Project Delivery &amp; PMO team.</li> <li>• Prepare correspondence, agendas, minutes and reports and facilitate consequential actions</li> <li>• Assist in the preparation of data and reports for Long Term Financial Plans and Mid-Year Budget Review</li> <li>• Research and report on ad-hoc issues or topics as requested by the Team Leader Project Management Office</li> <li>• Identify and refer issues relating to project delivery or financial which may be of concern or risk to the Team Leader Project Management Office</li> <li>• Promote a positive image of the Department and Council to residents, stakeholders and industry</li> </ul>
<b>Management</b>	<p><u>Administration</u></p> <ul style="list-style-type: none"> <li>• Respond to all customer issues, both verbally and in writing in a courteous, professional and timely manner</li> <li>• Efficiently support staff and project stakeholders in resolving issues</li> <li>• Prepare weekly CIP status report for Manager</li> <li>• Assist in the preparation of the quarterly report to Councillors, Executive and Project Managers</li> <li>• Maintain an accurate and up-to-date CIP database</li> <li>• Coordinate monthly comments from Project Managers on CIP project status</li> <li>• Assist the maintenance of a project records and documents system</li> <li>• Prepare purchase orders, project orders and process payments of invoices for the department</li> <li>• Coordination, review, monitor the status and action mail, incoming correspondence and requests</li> <li>• Maintain a follow-up system on actions arising from correspondence, telephone calls and team meetings</li> <li>• Advise staff on effective utilisation of corporate systems</li> <li>• Assist in the departmental induction process for new staff – arrange Access Cards, Keys, staff parking permits, User access and Webstar update</li> <li>• Order and maintain stationery including product evaluation</li> <li>• Ad-hoc purchasing, including product and vendor selection</li> <li>• Monitor staff availability, including leave and absences (Absence Register)</li> <li>• Maintain records of contractor timesheets and billing</li> <li>• Assist in the management of Council's pool cars and staff ID cards including distribution, payment and reconciliation of monthly invoices and car pool Log Register pages</li> <li>• Maintain folders in Objective</li> <li>• Other ad-hoc activities as directed</li> <li>• Maintain the strictest confidentiality regarding ratepayers, customers and employees information</li> </ul>
<b>Relationship Management</b>	<p><u>Finance</u></p> <p>Prepare</p> <ul style="list-style-type: none"> <li>• Monthly variance report</li> <li>• Weekly CIP Report</li> <li>• Monthly Project Progress Reporting</li> <li>• Quarterly Reporting</li> <li>• EMT Presentations</li> <li>• Outstanding Purchase Orders list (to be held open following Year End roll-over processing)</li> <li>• Co-ordinate the collection and consolidate data for:</li> </ul>

	<ul style="list-style-type: none"> <li>• Department Budget</li> <li>• Funding Carry-overs and Project Carry-overs (Capital Cost)</li> <li>• Mid-year Budget Review</li> </ul>
<b>Continuous Improvement Innovation</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## Core Organisational Capabilities

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

## 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.

## 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.

## 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>	<ul style="list-style-type: none"> <li>• All employees have responsibilities to:</li> <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>
<b>Child Safety</b>	<ul style="list-style-type: none"> <li>• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies &amp; Procedures</li> <li>• Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards.</li> <li>• Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.</li> </ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"> <li>• Help support Council's response to the climate emergency by helping facilitate a whole of organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision making processes.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li> <li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li> <li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li> <li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.</li> </ul>

	<ul style="list-style-type: none"> <li>At all times, comply with Council's Code of Conduct - Staff.</li> </ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"> <li>Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"> <li>Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>

## Inherent requirements of the position

These are the essential requirements of this position:

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

### Working out of standard business hours

- Not required.
- 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%
<b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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%
<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 type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Reasoning</b> – 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"/>
<b>Judgement</b> – 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"/>
<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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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 ≥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%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Walking</b> – In an upright position, moving more than 3 steps					
<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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input 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

Directly accountable for:

- Assisting the Manager, Coordinator, Team Leaders and Project Managers to effectively administer and deliver CIP projects
- Supporting the successful and timely delivery of project stages and outcomes
- Providing quality expertise and advice on business support matters
- Contact with clients, stakeholders, managers and staff to track progress and issues
- Contributing to developing effective and efficient administrative support procedures and processes
- Ensuring management and stakeholders are kept informed (with confidentiality and sensitivity)
- Ensure compliance of processes, outcomes and contracts
- Ensuring OH&S, risk and quality obligations are met
- Professionalism, ethical work standards and a high level of integrity
- Identifying and referring risks and issues
- Maintenance of accurate and up-to-date records of all project documentation
- Continually improving admin and business procedures
- The freedom to act is limited to operational standards and system procedures and governed by clear objectives, however there is some discretion to take actions when direction is unavailable

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

### Independently

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

- Identifying and analysing the impacts of decisions/ actions and prepare appropriate responses
- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives
- Applying relevant expertise to specialised and routine methods, procedures and processes
- Resolving problems independently using initiative, early intervention and knowledge
- Problem solving which may be of a non-routine nature and creativity will be required when dealing with issues not previously encountered
- Analysis of data, provision of information and in writing reports
- Assessments and recommendations on any potential issues that may impact upon the effectiveness of projects
- Identifying risk issues in systems and programs and referring them before they become problems
- Ensuring all system support for the Unit is operating to maximum capacity and efficiency
- Financial actions, processes and limitations

### With Input

- Research and report on issues identified by the Manager and when monitoring the budget
- Address and resolve contract issues (within authority)
- Upgrading administrative systems for more effective management of projects
- Allocation of jobs, support & guidance to staff and contractors
- Assist with quality audits and reporting

### Guidance

- The role operates fairly autonomously but when required support is available from the Manager
- Routine decisions are within the scope of the role however more complex and technical decisions are subject to review by the Manager

## **Specialist Knowledge and Skills**

- A proven successful record of supporting the delivery of a project(s) from inception to final hand over
- Experience and skills in supporting business and office operations
- An understanding of the role and function of the senior employees to whom they provide support, an understanding of the long term goals of the unit in which they work, and an appreciation of the goals of the wider organisation
- A knowledge of contract requirements, timelines, resourcing, reporting and documentation preparation and storage
- Highly effective interpersonal skills, incorporating verbal and written communication, negotiation, problem solving and customer service
- Coordination and influencing skills to achieve outcomes
- Financial and budgeting skills to administer program and project budgets
- A knowledge of relevant Regulations and policies and the context which they are used within council
- Advanced PC literacy with the capacity to capture and utilise meaningful data and prepare reports
- Highly effective time management and facilitation skills to get outcomes and meet tight deadlines

## Management & Interpersonal skills

- The skill to manage time, set priorities and planning and organising one's own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives.
- Capacity to operate autonomously and contribute as part of a team
- The capacity to balance day to day service, project milestones and long term objectives
- Highly effective time management and facilitation skills to get outcomes and meet tight deadlines
- Capacity to manage a broad range of tasks simultaneously and achieve outcomes
- Coordination expertise to effectively manage systems, processes and programs
- Data management capacity to transition data into business information
- Flexibility and adaptability to move between tasks for a range of different staff
- An understanding of project management principles and practices
- Excellent customer service focus supported by actions and outcomes
- Effective interpersonal skills, incorporating verbal and written communication, customer service and problem solving with the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities.
- Influencing skills to encourage others to achieve outcomes
- A positive 'can-do' approach which incorporates professionalism, ethical standards and integrity
- Facilitation skills to be resourceful and make things happen proactively and ensure delivery

## Verification & Approvals

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I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

# Appendix

## Core Capability Framework – Team Member

### 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.

