

Position Title	Risk Management Coordinator
Directorate	Strategy And Corporate Services
Department/Business Unit	Governance, Integrity, Legal and Risk
Team	Risk Management
Classification	Band 8
Date	December 2025
Reports to:	Manager, Governance, Integrity, Legal and Risk
Supervises:	Risk Management Consultant
Internal Liaison:	CEO Executive Directors Managers Business unit leaders All Council staff as applicable
External Liaison:	Solicitors Consultants Statutory authorities Peak bodies and professional associations Training providers Industry providers

Position Objectives

Your primary purpose in this position is to:

- Develop, implement, monitor and achieve an effective enterprise-wide risk culture including the embedding of proactive risk management practices across Council's strategic, operational, project and service delivery activities.
- Provide the overall strategic direction, development, guidance and management of Council's risk management, fraud management, business continuity and associated programs, and their supporting systems, policies, workplans and training.
- Develop, implement, measure and periodically review and update risk minimisation strategies, policies, standards and procedures in relation to risk management, fraud management, business continuity and Insurance program requirements.
- Provide expert professional advice to the Executive, management and staff, and the Audit and Risk Committee with respect to risk management, fraud management, business continuity and insurance including any impacts arising from the external environment (including legislation, Standards, best practice information, specialist knowledge and advice in relevant industries e.g. cyber, enviro risk).
- Integrate risk management into Council planning, governance and decision-making processes, including the Council Plan, annual budget, major projects, procurement and policy development.

Key Selection Criteria

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

- Post-graduate qualification(s) in Risk Management or equivalent discipline OR substantial relevant experience in a similar complex and regulated organisation. Alternatively undergraduate qualifications combined with successful and extensive experience will also be considered.

- Proven success in managing and leading a team of professionals specialising in risk management, fraud management, business continuity, insurance and claims and related activities.
- A demonstrated capability for collaboration and success in consulting and collaborating to implement a proactive and effective risk management culture, including achieving organisational change strategies, improved risk management culture and measurable improvement.
- Proven skills and experience in research and analysis relevant to risk management, problem solving skills, and a demonstrated understanding of establishing the context for risk management challenges that a complex organisation faces.
- The ability to develop relevant and practical solutions, to innovate and implement solutions, and provide operational and strategic advice for complex issues.
- Demonstrated experience leading organisational change and innovation, removing barriers to change, and championing continuous improvement.
- Demonstrated ability to manage and oversee the development and implementation of all operational aspects of the role, such as work plans, performance plans, budgets and project plans.
- A detailed understanding of industry and legislative frameworks in risk management, fraud prevention, business continuity, insurance and a governance and audit environment, within which the position operates.
- The ability to create, maintain and enhance relationships with internal and external customers, including but not limited to senior Council management, Audit and Risk Committee, staff at all levels of the organisation, and other parties as required, through constructive interaction, effective communication and achieving agreed outcomes.
- Experience and capability in implementing, managing, communicating and training, and supporting the use of specialised risk management software and databases will be considered favourably.

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to any 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 (Employee 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:

Risk Management	<ul style="list-style-type: none"> • Manage the development, implementation, monitoring, measurement and maintenance of Council's Risk Management program and annual workplan. • Implement, monitor, measure, report on and review the Council's Strategic and Operational Risk Registers. • Consider and review any recommendations arising from internal audits that cover risk management matters and implement these into the risk management framework and/or risk registers, as appropriate. • Ensure that the impact of major projects, changes in structure or service delivery models, new technology and other significant considerations are incorporated into the Risk Management Framework and associated workplans, risk registers, and documentation.
Fraud Management	<ul style="list-style-type: none"> • Manage the development, implementation, monitoring, measurement and maintenance of Council's Fraud Management Plan and action plan. • Review and update Council's existing fraud control documentation, including policies and procedures, and communicate these across the organisation. • Consider and review any recommendations arising from internal audits that cover matters of fraud and implement these into the fraud control framework as appropriate. • Undertake the role of Fraud Control Officer and designated Public Interest Disclosure (PID) Officer
Business Continuity	<ul style="list-style-type: none"> • Manage the development, implementation, monitoring, measurement and maintenance of Council's Business Continuity Plan (BCP) and annual workplan.

	<ul style="list-style-type: none"> • Communicate the plan across Council, particularly to identified stakeholders, and facilitate the regular review, update and communication of business unit sub-plans and critical service plans • Develop and implement regular exercises to test the effectiveness of the BCP, sub-plans and critical service plans • Ensure consistency of the BCP with the ITC disaster recovery plan and Municipal Emergency Management planning
Audit and Risk Committee	<ul style="list-style-type: none"> • Manage the business of the Audit and Risk Committee consistent with the annual work plan. • Be the contract manager of the internal audit program and to manage the internal audit within Council. • Provide the necessary quarterly reports and associated documents and data to the Audit and Risk Committee • Attend the quarterly Audit and Risk Committee meetings, and present at/ speak to the risk reports, as necessary • Implement any actions arising from the Audit and Risk Committee meetings
Insurance Programme	<ul style="list-style-type: none"> • Oversee the Risk Management Consultant's delivery of the insurance programme, including annual insurance renewals, claims management and management of contracted providers - brokers, underwriters, claims assessors, MAV insurance (public liability, professional indemnity), etc. • Identify and implement any identified strategic or program structure changes that will improve Council's expenditure on insurance
Working out of Hours	<ul style="list-style-type: none"> • The incumbent of this position may need to be contactable after hours for work related matters in accordance with operational requirements (which may vary from time to time). If the incumbent is required to participate in an on-call roster, etc, then the relevant/applicable allowance will be paid. • If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

Core Organisational Capabilities

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

REACH Values

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

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.

	<ul style="list-style-type: none"> Follow policy, procedures or instructions to ensure as far as is reasonably practicable a safe workplace. Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. Participate in health and safety training programs and initiatives. <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. 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 at all times
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 require work related contact outside of normal business hours. (Refer to working out of hours under position specific responsibilities.)

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

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input type="checkbox"/>	<input 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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

Physical Requirements

- ☐ This position 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 <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without		<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%
<i>moving the feet</i>					
Fine manipulation/pinch grip – <i>Fingers are on one side of the object and thumb on the other, typically without the object touching the palm</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>		<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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
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 type="checkbox"/>	<input checked="" 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"/>

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:

- Accountable to the Manager Governance, Integrity, Legal and Risk for the efficient and effective management of the risk management, business continuity, fraud management and insurance and claim programs and key functional responsibilities and for providing high level professional advice and guidance on risk management matters to the Executive Management Team and Council, including developing, reviewing and interpreting policy.
- In managing resources, the freedom to act 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 regard may have a substantial effect on the operational unit being managed or on the public perception of the Council as a whole.
- Managing the Risk Management business unit with periodic professional and regulatory reviews to ensure conformity with corporate and departmental objectives, including:

- Leadership which incorporates professionalism, and ethical work standards to provide high quality specialised advice and reporting for risk, business continuity, fraud and insurance related issues along with excellent customer service to ensure outstanding issues are resolved,
- Ensuring Council policies and procedures are followed with high levels of integrity and compliance and continuous improvement principles are applied to all operations of the business unit teams particularly to identify and manage risk issues.
- Ensuring the business unit teams have the necessary role clarification, support, resources, and training for the job through effective staff planning, work allocation, workflows, performance, quality controls and leave management.
- Ensuring contract management is in accordance with corporate standards and safety, quality and environmental practices and principles are applied to the highest standards.
- In developing policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Council or the Executive Management Team.
- The advice and counsel provided by the Coordinator is relied upon for guidance and part-justification for adopting particular policies, the impact of which may be substantial upon the Council, its staff and/or the community.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- This position involves high level 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.
- This position will identify and develop policy options in the functional area for consideration and choice by the Executive Management Team and Council. This will involve the identification and analysis of an unspecified range of options applicable to a recommendation.

Independently

- Exercises independent judgement and adaptability in evaluating and deciding on appropriate methods, procedures and practices for achieving objectives of the position and the risk management, business continuity and insurance and claims functions.
- Develops initiatives leading to the continuous improvement of services delivered by the risk management, business continuity and insurance and claims functions.

With Input

From the Manager Governance, Integrity, Legal & Risk:

- When actions or directions that need to be taken fall outside the normal decision-making levels of accountability and delegations embraced in the position.
- When there is a need to identify and develop strategic policy options for risk management that impact on Council and its staff.
- In the development the Unit's annual service plan and budget.

Recommends and Identifies

To the Manager Governance, Integrity, Legal & Risk:

- Improvements to the quality of services provided by the Unit, the implementation of corrective actions and the revision of risk management, business continuity, fraud prevention, insurance and claims strategies that effect other Council operations and services.

Guidance

- Work under the broad direction of the Manager Governance, Integrity, Legal & Risk and guidance is not always readily available from within the organisation. Advice and guidance may require the input of specialist advice and guidance from professionals in the field including risk management assessors and insurers.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- A relevant tertiary/post graduate qualification in Risk Management or a related discipline, with extensive and diverse experience in or relevant to the local government context.
- An understanding is required 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.
- Demonstrated experience in successfully implementing an organisational Risk Management Framework, with a sound working knowledge of Council's Risk Management Framework and relevant standards (e.g., ISO 31000), while providing expert advice and support to diverse operational teams and leadership on identifying, assessing, documenting, and controlling strategic and operational risks.
- Experience in coordinating a risk-based internal audit program to ensure compliance and enhance accountability.
- Experience providing advice and support in business continuity management.
- Experience managing or coordinating insurance programs, including the settlement of insurance and liability claims administration and settlement.
- Ability to manage complex insurance claims and settlements.
- Competency in reading and responding to legal documents and correspondence.
- Analytical and investigative skills in policy formulation.
- Knowledge and familiarity with principles and practices of budgeting and accounting/financial procedures.

Management & Interpersonal skills

The essential position requirements include:

- Proven time management and facilitation skills to manage a broad range of projects, staff and tasks simultaneously to meet tight deadlines and achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Leadership skills to influence others in terms of inspiration, motivation, and empowerment to achieve agreed outcomes, including through coaching, educating, mentoring, and developing staff.
- Excellent customer service focus supported by actions and outcomes, combined with highly effective interpersonal and presentation skills, incorporating verbal and written communication, active listening, facilitation, and liaison, consultation and negotiation skills.
- Demonstrated ability to persuade, convince or negotiate with clients, contractors, members of the public, other employees, tribunals, and persons in other organisations in the pursuit and achievement of specific and set risk management objectives.

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			

Appendix

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 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
- Responds appropriately to client/customer requests and/or complaints

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 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

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

- 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.

