 Greater Dandenong **Position Description**

Position Title	Employment Hub Lead
Directorate	City Futures
Department	Business Development and Investment
Team	Business and Employment
Classification	Band 7
Date	January 2026
Reports to:	Coordinator Business and Employment
Supervises:	Employment Hub Support Officer/s
Internal Liaison:	Business Development and Investment team Other Council staff
External Liaison:	Local businesses Employers / Community Groups / Employment Service Providers, Jobseekers Training and education agencies Govt Departments and Agencies, including DJSIR and DEWR

Position Objectives

Your primary purpose in this position is to:

- Oversee the establishment and day-to-day operations of the Dandenong Employment Hub, ensuring high-quality service delivery aligned with grant project purpose and outcomes.
- Develop, implement and monitor the Hub's annual Business Plan and budget, aligning programs with Council priorities and grant funding requirements.
- Lead employer engagement and stakeholder collaboration to create inclusive employment pathways.
- Drive continuous improvement and co-design initiatives using human-centred design and collaboration principles.

Key Selection Criteria

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

- Tertiary qualifications in business, community development, employment services, or a related field, or equivalent professional experience.
- Proven experience in delivering employment programs or workforce development initiatives, including collaboration with employers and service providers.
- Strong stakeholder engagement and relationship-building skills across diverse sectors and communities, including the ability to build and maintain effective relationships with businesses and service providers.
- Demonstrated ability to coordinate projects and develop partnerships that support strategic outcomes.
- Analytical skills to interpret data and translate insights into practical, evidence-based actions.
- Excellent communication and interpersonal skills, with the ability to influence, collaborate, and represent Council in diverse forums.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

☒ satisfactory (and ongoing) Working with Children's Check
☒ satisfactory (and ongoing) Police Check

☒   current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Strategic Leadership	• Develop and implement the Hub's annual Business Plan and Implementation Plan. • Ensure alignment with Council priorities and grant funding requirements. • Oversee monitoring, evaluation, and reporting (including project status reports) to Council and DJSIR/ DEWR.
Program Development & Delivery	• Lead design and delivery of employment programs aligned with priority industries. • Implement the concierge model and referral pathways. • Ensure cultural safety and inclusivity in all programs.
Stakeholder and Community Engagement	• Build and maintain partnerships with employers, service providers, and community organisations. • Lead co-design workshops and engagement activities. • Engaging diverse communities having an understanding of cultural awareness, language and accessibility needs.
Employer Engagement	• Deliver employer forums, inclusive recruitment workshops, and advisory support. • Promote flexible and inclusive recruitment practices. • Coordinate with Senior Industry and Employment Officer to align employer engagement activities with industry growth initiatives.
Collaboration & Integration	• Share insights and data with the Senior Industry and Employment Officer. • Participate in joint stakeholder meetings and forums.
Operational Management	• Manage hub operations, staffing, and resources within budget. • Supervise and support staff performance and development. • Ensure compliance with Council policies, OHS, and child safety obligations.
Governance & Financial Management	• Ensure compliance with grant funding agreement obligations. • Manage hub budget and oversee procurement and partnership agreements. • Establish and manage advisory groups (Strategic and Community), including setting meeting agendas, facilitating the recording of minutes and identification and follow up agreed actions.
Continuous Improvement	• Apply human-centred design principles and continuous improvement approaches to co-design programs and services with stakeholders and priority cohorts.
Working out of Hours	• This position may require work outside standard business hours, including occasional late evenings (one day per week) and one weekend day per month, to support hub operations and community engagement activities. Where such work is required, it will be in accordance with operational requirements, and the relevant allowances 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.
Promotion and Advocacy	• Develop and implement an annual targeted communications and promotion plan. • Engage stakeholders in advocacy for continued funding to support long term delivery, and to explore complementary revenue streams.

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	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives. People managers have additional responsibilities to: • 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	• 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	• 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	• 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	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  o zero tolerance of racism and expectations that staff will act on incidents of racism
	  o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• 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 <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*		☐	☐	☐	☒
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☒	☐
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☐	☒	☐
Decision making – *required to exercise sound decision making while completing all*		☐	☐	☐	☐

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

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*		☐	☐	☒	☐
Standing – *standing in an upright position, moving less than 3 steps*		☒	☐	☐	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☒	☐	☐
		☒	☐	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Crawling – *Move on the hands & knees or by dragging the body close to the ground*					
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☒	☐	☐	☐
Kneeling – *To lower the body*		☒	☐	☐	☐
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*		☒	☐	☐	☐
Reaching – *Extending arms out in any direction*		☒	☐	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☒	☐	☐	☐
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*		☒	☐	☐	☐
Writing/typing		☐	☐	☒	☐
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☒	☐	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
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*		☒	☐	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☒	☐	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☒	☐	☐	☒
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☒	☐	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

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:

- Responsible for successful delivery of Employment Hub programs and initiatives, ensuring alignment with Council priorities and funding requirements.
- Provide specialist advice to stakeholders on employment pathways, employer engagement, and inclusive practices, where the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.
- Ensure timely delivery of program stages and outcomes, using a quality framework to achieve best value.
- Liaise with stakeholders and internal teams to track progress and resolve issues.
- Operate under the direction of the Coordinator Business and Employment, with autonomy within established plans and budgets.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Apply sound judgement to adapt programs and partnerships in response to emerging need, where the nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.
- Resolve complex issues involving multiple stakeholders, often requiring innovative approaches and negotiation.
- Make decisions independently within established frameworks, with limited guidance.
- Analyse labour market trends and community feedback to inform program design and strategic recommendations.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Expertise in employment systems, workforce planning, and inclusive recruitment practices, requiring proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities
- Understanding of vocational education and training (VET), employment services, and CALD community needs.
- Ability to interpret and apply funding guidelines, policy frameworks, and regulatory requirements.
- An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- Proficiency in analysing data and translating insights into evidence-based initiatives.

Management & Interpersonal skills

The essential position requirements include:

- Managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- Provide leadership and mentoring to support officers, fostering a collaborative and high-performing team culture.
- These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Build and maintain strong relationships with employers, training providers, and community organisations.
- Communicate with influence across diverse audiences, including CALD communities, industry leaders, and government representatives.

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

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.

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.

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.

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.