

Position Description

Position Title	Team Leader Cultural and Community Development
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City
Team	Experiences and Partnerships
Classification	Band 7
Date	January 2026
Reports to:	Coordinator Experiences and Partnerships
Supervises:	Community Hubs Development Lead, Community Hubs Development Officer, Arts and Cultural Development Lead, Project and Partnership Officer, and Performing Arts and Public Programs Officer
Internal Liaison:	<ul style="list-style-type: none"> Manager Creative and Engaged City Community Strengthening, other Council Departments, Planning, and Governance, Marketing and Communications
External Liaison:	<ul style="list-style-type: none"> Community development agencies and organisations Arts Advisory Board and Community Hubs Reference Group Funding bodies and other stakeholders Arts and Creative sectors, artists and contractors for projects Schools and educational institutions

Position Objectives

The primary purpose of this role is to plan, develop, and deliver high-quality, strategic, and audience-focused cultural and community development programs in the City of Greater Dandenong. The role aims to foster creativity, collaboration, and community engagement while contributing to economic growth and a thriving local arts and cultural sector by coordinating diverse and engaging programs.

This includes developing and managing strategic partnerships to enhance the delivery and impact of these programs, fostering collaborations to expand opportunities and resources.

- Deliver and support creative, cultural, and community programs across all facilities, ensuring a coordinated approach to programming that maximises opportunities across all cultural and community hubs.
- Develop partnerships with local artists, cultural organisations, educational institutions, community groups, and facility users to leverage resources and create impactful, diverse, and audience-focused programs.
- Develop and implement audience development strategies, using data insights and community trends to improve participation, diversify audiences, and strengthen engagement across all Council cultural and community hubs.
- Identify and secure opportunities for grants, sponsorships, and collaborations to enhance the capacity to deliver exceptional arts, cultural, and community programs that engage diverse audiences.

- Provide leadership and support to the Cultural and Community Development team, fostering a collaborative environment and working with all Council areas to deliver innovative and strategic cultural and community outcomes.
- Assist in setting strategic objectives and programs that align with Council policies, and long-term cultural and community development goals, ensuring they meet the evolving needs of the community, including delivery against the Arts, Culture and Heritage Strategy and Community Hubs strategies.
- Oversee the coordination and planning of Cultural and Community Development programs across all facilities, ensuring programs are engaging, diverse, and audience centric. Ensure financial viability and sustainability of the programmes delivered.

Key Selection Criteria

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

- A tertiary qualification in arts and culture or related field and/or commensurate demonstrated experience in lieu of formal qualifications.
- Experience in community engagement or community development activities, IAP2 certificate or qualification highly desirable.
- Proven ability to use data and insights to inform programming and audience development.
- Proven ability to strengthen capability across the creative sector.
- Experience in providing effective leadership that strengthens team performance and culture, and demonstrated ability to mentor and support employees in their professional development.
- Thorough working knowledge of people management practices, policies and procedures.
- Sound understanding of budget and resource management principles and practices.
- Ability to balance requirements of different stakeholders in project work, through proficiency in the application of theoretical disciplines in the search for solutions to new problems and opportunities.
- Where involved in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- Keep up to date with the impacts of relevant legislation and acts impacting the creative sector and all individuals engaged with the Department, including staff, volunteers, and other relevant parties.

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
- ongoing First Aid and CPR (specify), including:
 - Provide First Aid (Level 2)
 - Provide First Aid in an Education and Care Setting
 - First Aid Management of Anaphylaxis

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Policy, Planning, Program, and Service Development	<ul style="list-style-type: none"> • Assist in developing and reviewing policies and plans for Cultural and Community Development services, addressing community needs, resources, and cultural diversity. • Support the implementation of the Arts and Cultural and Heritage Strategy, Community Hubs Strategies and other Council initiatives. • Contribute to the development of Cultural and Community venues that respect and reflect the community's diverse cultures. • Design and implement innovative programming including at the Drum, that drives sector development and showcases high-quality performances, foster the growth and advancement of the creative sector.
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	<ul style="list-style-type: none"> • Advise the Coordinator Experiences and Partnerships on cultural and community issues, including government funding policies. • Encourage community involvement in planning, managing, and evaluating arts, cultural and community programs and facilities.
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	<ul style="list-style-type: none"> • Develop, implement, and evaluate a diverse range of high-quality performing arts programs, public programs and community activities that promote participation across Council's venues and the region. • Identify and foster innovative opportunities for community collaboration and engagement with Council's arts and cultural services, programs, and facilities. • Provide research and analysis to support cultural and community projects and policy development. • Develop and support educational engagement opportunities with schools, tertiary institutions and young audiences. • Identify and foster pathway opportunities for local creatives and community groups to build capacity and participation. • Participate in annual business planning within the Cultural and Community Development team and Experiences and Partnerships team. • Assist in identifying key projects and implementing corporate objectives. • Support the Arts Advisory Board, Community Hubs Reference Group and relevant project steering committees. • Contribute to planning for future cultural and community facilities and infrastructure, including community hubs and arts venues.
Partnership Development	<ul style="list-style-type: none"> • Develop and manage strategic partnerships to enhance the delivery and impact of Cultural and Community programs. • Identify, establish, and nurture relationships with stakeholders, including local artists, cultural organisations, educational institutions, and community groups. • Facilitate partnerships that align with the Council's strategic goals and support the growth and sustainability of arts and cultural initiatives. • Lead efforts to secure grants, sponsorships, and other forms of support from external partners to expand program opportunities and resources. • Monitor and evaluate partnership effectiveness, ensuring alignment with organisational objectives and community needs. • Support the development of joint projects and initiatives that foster community engagement and enhance the cultural offerings of Council's venues.
Staff Development	<ul style="list-style-type: none"> • Foster a positive and collaborative work environment, developing a strong team culture and supporting positive relationships within the team, with other internal teams, the community, and key external stakeholders. • Counsel and mentor staff to achieve excellent outcomes and support continuous improvement. • Monitor staff performance to ensure adherence to operating protocols, providing regular feedback and conducting performance reviews. • Identify and facilitate appropriate training for skill development and enhanced performance.
Financial	<ul style="list-style-type: none"> • Oversee the allocated operational budget in relation to Cultural and Community and Community Development activities and collections within delegated limits. • Contribute to the planning for the efficient delivery of Capital Improvement Program budgets in conjunction with the Coordinator Experiences and Partnerships. • Maintain accurate financial records in line with Council financial processes and procedures. • Actively pursue grants and other funding opportunities for related projects.

	<ul style="list-style-type: none"> • Ensure programmes are delivered within approved budgets. • Assist in preparing submissions for funding and ensure compliance with conditions of funding.
Reporting	<ul style="list-style-type: none"> • Prepare reports for Council as requested by the Coordinator Experiences and Partnerships. • Prepare monthly budget reports and report on variances. • In conjunction with the Coordinator Experiences and Partnerships, assist in preparing annual estimates for Cultural and Community Development activities and monitor and report on the adopted budgets to ensure financial targets are met. • Develop and maintain effective information systems and promotion of Cultural and Community services and programs.
First Aid Activities <i>(If the occupant is required to have a First Aid Certificate due to the nature of the work)</i>	<p>Managers are responsible for:</p> <ul style="list-style-type: none"> • ensuring that there is adequate coverage for the provision of First Aid within their work area • providing for the continuity of training of Designated and First Aid Certified Officers DFAOs and FACOs • the supervision and effective execution of their duties. • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>

Core Organisational Capabilities

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

REACH Values

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

Child Safe Organisation

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

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

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

	<ul style="list-style-type: none"> Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures in order to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	<ul style="list-style-type: none"> Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team. Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements. Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations, and support staff to understand and meet these requirements.
Climate Change & Sustainability	<ul style="list-style-type: none"> Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures

Inherent requirements of the position

These are the essential requirements of this position:

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

Working out of standard business hours

Not required.

This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

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

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others – <i>Verbally</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - <i>Written</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Focused Attention to task –		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>high levels of attention required to minimise errors and ensure accuracy</i>					
Concentrating – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 $\geq 10\%$ (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).]
- This position requires a vision test
- This position requires a hearing test

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

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

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

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

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input 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"/>
Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input checked="" type="checkbox"/>	<input 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

The position is directly held responsible for:

- May manage resources or participate in the development of policy.
- Where prime responsibility is for resource management, the freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.
- Where prime responsibility is to provide specialist advice to or regulate clients, 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.
- Where the prime responsibility is in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.
- All positions in this Band would have an input into policy development within their area of expertise and/or management.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- These positions are essentially problem solving in nature. 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. Guidance is not always available within the organisation.
- Where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- A tertiary qualification in arts and culture or related field and/or commensurate demonstrated experience in lieu of formal qualifications.
- The position requires proficiency in the application of a theoretical or scientific discipline in the search for solutions to new problems and opportunities.
- Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.
- 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.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

Management & Interpersonal skills

The essential position requirements include:

- These positions require skills in 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.
- The position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee's development schemes. They would be also expected to contribute to the development and implementation of long-term staffing strategies.
- Excellent stakeholder engagement/ management skills and ability to engage a diverse audience in a professional and appropriate/ sensitive manner and resolve any conflicts or concerns.

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

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.

Relationship Management

- 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

	<ul style="list-style-type: none"> • Responds appropriately to client/customer requests and/or complaints • Tracks progress against job expectations and makes adjustments as required • Sets challenging goals that will deliver superior results
Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards	<p>Service focus</p> <ul style="list-style-type: none"> • Demonstrates commitment to quality client/customer service • Maintains regular customer communication to ensure mutual expectations are clear

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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

We have the courage to try new ideas.

We strive for excellence in everything we do.

Creative

We care about getting the best outcomes. We constantly ask: What's the

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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 looking for

We take responsibility for

on solutions rather than actions.

