

Position Description

| Position Title | TEAM LEADER – PROJECT MANAGEMENT OFFICE |
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| Directorate | City Futures |
| Department/Business Unit | Project Delivery & PMO |
| Team | Project Management Office |
| Classification | Band 7 |
| Date | February 2026 |
| Reports to: | Coordinator Project Management Office |
| Supervises: | Capital Planning Officer, Project Development Officer |
| Internal Liaison: | Other business units, as well as relevant directors and managers throughout Council. |
| External Liaison: | Project stakeholders, community agencies, authorities, contractors, professional bodies, industry organisations, relevant government departments (state, local, federal) |

Position Objectives

The primary objectives of the position are to support the implementation and ongoing maintenance of Council’s Project Management Framework (PMF) to provide consistency across planning, delivery, reporting, and governance of projects for both capital and operational projects.

Key Selection Criteria

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

Essential

- A relevant tertiary qualification in Project Management, or equivalent, together with significant relevant experience.
- Relevant experience should include:
 - Demonstrated understanding and practical application of project management frameworks, governance, reporting and controls.
 - Demonstrated experience in delivering and/or overseeing a portfolio of capital and/or complex projects within a local government or similarly complex organisational environment.
 - Strong and effective leadership capacity to direct and influence a diverse range of projects to achieve agreed outcomes.
 - Business and political acumen to monitor and manage sensitive and confidential issues within a Local Government context.
 - Highly effective interpersonal skills, incorporating verbal and written communication, presentation, negotiation, problem solving, conceptual thinking and conflict resolution.
 - A positive ‘can-do’ approach which incorporates professionalism, ethical standards and integrity.

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 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
- ☒ A "White Card" or similar building related OH&S certification.

Position Specific Responsibilities & Skills

In this position, you are responsible for:

| | |
|---|---|
| Functional Responsibilities | <ul style="list-style-type: none"> • Coordinate the day-to-day operations of the Project Management Office (PMO) team to ensure consistent, high-quality project management practices across Council. • Providing expertise and sound advice on the development of briefs, agreements, budget bids, funding applications and feasibility studies. • Liaise with clients, users, asset managers and maintenance staff to establish design and maintenance needs, • Ensure all projects are scoped appropriately to incorporate all key factors in the planning and costing stage. • Prepare a project risk and issue register and management plans, and monitor the implementation of project risk and issues strategies. • Communicate and report on the status of projects, both internally and externally, at all times maintaining the strictest confidentiality and sensitivity regarding stakeholders. • Contribute to effective planning, monitoring, reporting and governance of Council's capital program, ensuring early identification of risks, issues and opportunities for intervention. • Provide support to the achievement of Council's objectives for improved project delivery performance, financial control, governance, and organisational maturity. • Perform other duties required to achieve project outcomes. • Make an ongoing, positive contribution to the Directorate through effective and high quality delivery of the position objectives. • Make an ongoing positive contribution to the organisation through alignment with organisational culture, values and care for the community. • Make an ongoing positive contribution to the industry through upholding core values and ethical standards. |
| Professional Advice and Specialist Expertise | <ul style="list-style-type: none"> • Acknowledge that the service provided by the team is specialist in nature and is relied upon to be delivered in a professional and respectful manner. • Recommend improvements to the development of templates, guidelines, policies and strategies related to delivery of projects. |
| Financial Management | <ul style="list-style-type: none"> • Ensure compliance with Council's financial and auditing requirements, monitoring expenditures within level of delegated authority. • Maintain accurate and up-to-date records of budgets, expenditures, and contracts, providing regular project and business reports to the Coordinator and Council. |
| Record Keeping | <ul style="list-style-type: none"> • Champion comprehensive storage and accessibility of project information including financial records, procurement information, asset data and any other relevant project data. • Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails), in accordance with Council policy. |
| Contract Management | <ul style="list-style-type: none"> • Recommend project procurement methods and be involved in the preparation and coordination of specifications, quotations and tenders. • Lead and assist in the compliant evaluation of quotations and tenders, overseeing the effective implementation, monitoring and closure of contracts, ensuring contract variations are reasonable, valid and within scope and budget. • Ensure OH&S, risk, quality and financial factors are addressed, in place, compliant and stringently followed by those working on the projects. |

| | |
|--|--|
| Leadership | <ul style="list-style-type: none"> Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity, displaying and promoting the organisational REACH values. Encourage staff engagement and participation in industry events and benchmarking. Lead team delivery of appropriate and respectful engagement with internal and external stakeholders. Provide clear direction and open communication to facilitate values of openness and trust within projects. Ensure performance feedback is provided to individuals and teams. Show strength, character and courage by leading the day-to-day management of the team. |
| Customer Service | <ul style="list-style-type: none"> Respond to customers, both verbally and in writing in a professional, courteous and timely manner. Provide accurate professional advice to customers that reflects industry best practice. |
| Continuous Improvement Innovation | <ul style="list-style-type: none"> Implement and maintain Continuous Improvement System standards and procedures. Demonstrate effective leadership on OHS matters. Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while applying a 'can do' attitude to embrace new tasks and to assist others. Work in cooperation with other departments in undertaking strategic and operational planning. |

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 | <ul style="list-style-type: none"> 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. |

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

Inherent requirements of the position

These are the essential requirements of this position:

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

Working out of standard business hours

- Not required.
- This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

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

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

| Cognitive Requirements | Task details (typical tasks) | Frequency (% of the working day) | | | |
|---|------------------------------|----------------------------------|--------------------------|--------------------------|-------------------------------------|
| | | Rare/ Never | Occasional 0 – 33% | Frequent 34 – 66% | Constant >66% |
| 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 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 type="checkbox"/> | <input checked="" type="checkbox"/> |

Physical Requirements

| Physical Requirements | Task detail | Frequency (% of the working day) | | | |
|--|-------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| | | Rare Never | Occasional 0 – 33% | Frequent 34 – 66% | Constant >66% |
| Mobility/Postures | | | | | |
| Sitting – stay in a seated position | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Standing – standing in an upright position, moving less than 3 steps | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Walking – In an upright position, moving more than 3 steps | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Crawling – Move on the hands & knees or by dragging the body close to the ground | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-manual handling | | | | | |
| Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kneeling – To lower the body | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reaching – Extending arms out in any direction | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet | | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Writing/typing | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| Climb ladders | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Climb or descend stairs | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low level work – Performing manual handling actions at or near ground level | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Manual Handling | | | | | |
| Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Physical Requirements | Task detail | Frequency (% of the working day) | | | |
|--|-------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| | | Rare Never | Occasional 0 – 33% | Frequent 34 – 66% | Constant >66% |
| Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Weight requirements – lift, carry, push, pull or hold | | | | | |
| 1-5kg | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5.1 – 10kg | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10.1 – 15kg | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15.1 – 20kg | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift floor to hip | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift waist to shoulder | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lift overhead | | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pushing/pulling | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is responsible for:

- Effectively managing the day to day operations of the Unit, where the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the programs and projects being managed, the public perception of the wider organisation and the community or sections of it.
- Ensuring Council policies and procedures are followed with integrity and compliance, and continuous improvement principles are applied to all operations of the Unit.
- Ensuring excellent customer service standards are applied and outstanding issues are resolved.
- Ensuring safety, quality and environmental practices and principles are applied to the highest standards for identifying and managing risks.
- The provision of high-quality specialised advice and reporting on construction related issues.
- Leadership which incorporates professionalism, ethical work standards and a high level of integrity, regularly liaising with consultants, clients, stakeholders, managers and staff to track progress and issues.
- Supporting the management of project delivery, including design, authority permits, documentation, procurement, construction, commissioning, defects period and handover, by:
 - Effective compliant management of tender processes, outcomes and all project contracts.
 - Identifying and managing risks and issues within the project.
 - Ensuring scoping appropriately incorporates all key factors in the planning and costing stage.
 - Managing the timely delivery of project stages and outcomes, ensuring a quality framework and that Council receives best value and agreed contract requirements.
 - Ensuring management and stakeholders are kept informed, with confidentiality and sensitivity.
 - Ensuring OH&S, risk and quality obligations are met.
 - Ensuring compliance with Council financial and auditing requirements.
 - Ensuring accurate and up-to-date records of all project documentation are in place and available.

Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- The role operates fairly independently (however, as required, support is available from the coordinator).

- Required to apply expertise to specialised problem solving, with methods, procedures and processes generally developed from theory or precedent, with the incumbent expected to contribute to their development and adaptation. Problem-solving work will typically require the application of established techniques to new situations and recognition of when established techniques are not appropriate. This includes identifying and developing policy options from an unspecified range of options within the functional area for consideration and choice by the coordinator or by Council.
- Required to solve problems independently using initiative, experience, legislation, and investigative techniques to resolve often complex issues with judgements needing to be well thought through, researched and feasible, as guidance and advice on technical matters is generally not readily available and not always available within the organisation.
- Sound judgements is always required for the allocation of resources, planning, priorities and contingencies and there may be a requirement to resolve disputes through efficient / early intervention to minimise impact.

Specialist Knowledge and Skills

The essential position requirements include:

- Specialist knowledge of project management principles and practices.
- Sound knowledge of the principles of contract management, project management and infrastructure management and proficiency in the detailed application of these principles.
- High degree of proficiency with IT applications and packages including Microsoft Office, MS Project, MS Access.
- Demonstrated attention to detail and thoroughness in conducting investigations and preparing high-quality written correspondence and reports.
- Highly developed expertise in strategic planning, contract management and project delivery, along with leadership skills to influence a diversified team of contractors to achieve agreed outcomes.
- Proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates, particularly when dealing with sensitive or confidential issues.

Management & Interpersonal skills

The essential position requirements include:

- Expertise in forward planning, financial planning, program development and implementation, staff development, reporting and communications, with specific financial management skills to develop, monitor, manage and meet budgets.
- Project and contract management expertise to achieve corporate business requirements including excellent customer and stakeholder focus supported by actions and outcomes along with influencing skills to coach, educate and lead contractors.
- Capacity to operate independently balancing operational and strategic perspectives whilst contributing as part of a team, demonstrating a positive 'can-do' approach which incorporates professionalism, ethical standards and integrity.
- Management expertise and experience in a technical setting within a large organisation, including highly effective time management and facilitation skills, taking account of organisational and external constraints and opportunities to meet tight deadlines.
- Highly effective interpersonal skills, incorporating verbal and written communication, presentation, problem solving, conceptual thinking and conflict resolution, to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.

- Ability to liaise / network with counterparts in other large organisations to discuss and resolve specialist technical problems and with other employees within their own organisation to resolve intra-organisational problems.

Certification & Approvals

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

| | Name | Signature | Date |
|-----------------|-------------|------------------|-------------|
| Occupant | | | |

Core Capability Framework – People Leaders

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Ensures a wide range of views and opinions are encouraged and valued
- Builds strong and trusting relationships with team members and across the directorate
- Seeks to achieve outcomes that are beneficial to all stakeholders
- Demonstrates high levels of integrity and teamwork in all relationships

Planning & Organising

Thinks from a 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.

