

Position Title	Works Planner- Civil Maintenance
Directorate	City Futures
Department	City Works
Team	Civil Maintenance
Classification	Band 6
Date	February 2026
Reports to:	Team Leader – Civil Maintenance
Supervises:	Civil Maintenance Inspectors / various Contractors
Internal Liaison:	Team Leader- Civil Maintenance, staff from Civil Maintenance & Fleet, City Works, customers, and related technical areas
External Liaison:	Technical/Maintenance staff, external Utility Authorities, Contractors, Consultants

Position Objectives

The primary purpose of this position is to provide professional leadership and coordination of civil maintenance planning to ensure services are delivered safely, efficiently and in accordance with Council standards and community expectations.

The position is responsible for:

- Planning and coordinating works orders associated with the day-to-day operations of the Civil Maintenance department, ensuring effective service delivery through proactive workload forecasting and allocation of tasks and resources.
- Providing supportive supervision and technical guidance to contractors and Civil Maintenance Inspectors, assisting the Team Leader, Contracts Coordinator and Works Foreperson in the delivery of high-quality civil maintenance services.
- Coordinating and overseeing inspection programs to ensure risks are managed appropriately and service targets are achieved.
- Monitoring quality, compliance and safety standards through audits and review processes to ensure work aligns with legislative requirements, contract specifications and Council service standards.
- Contributing to continuous improvement by identifying opportunities to strengthen systems, processes and service outcomes.

This role operates within Council's delegated authority framework and requires sound professional judgement, responsible stewardship of public resources and a commitment to inclusive and respectful leadership practices.

Key Selection Criteria

The successful applicant will demonstrate the following qualifications, skills and experience:

- A relevant tertiary qualification with related experience; or lesser formal qualifications with substantial relevant experience; or significant practical experience in a relevant specialist field. Council recognises that capability may be developed through diverse career pathways, including industry experience, transferable skills and lived experience.

Relevant knowledge and experience should include:

- Sound understanding of works planning and programming, including knowledge of plans, resources, team capability and competencies, contractor engagement, materials, repair techniques, plant and cost effectiveness.
- Technical knowledge of civil maintenance practices and mobile field technology.
- Understanding of Occupational Health and Safety (OHS) and Environmental Management Systems, including relevant legislation, policies and compliance requirements.
- Extensive practical experience in civil construction and maintenance techniques and standards.
- Proficiency in the use of digital systems, software applications and databases relevant to the role.
- Well-developed verbal and written communication skills, including the ability to:
 - Lead and support a team in an inclusive and respectful manner to enable the achievement of agreed objectives.
 - Prepare clear reports and professional correspondence.
 - Consult effectively, solve problems and work collaboratively to achieve shared outcomes.

Mandatory Requirements

The successful applicant must hold and maintain the following prior to commencement and throughout employment in this role:

- A satisfactory (and ongoing) Working with Children Check
- A satisfactory (and ongoing) Police Check
- A current valid Victorian Driver's Licence
- Current First Aid and CPR qualifications, including:
 - Provide First Aid (Level 2)
- Mental Health First Aid (desirable)

These requirements form part of Council's legal and operational obligations.

Council is committed to gender equality and building a diverse and inclusive workforce. We recognise that skills and expertise are developed through a range of career pathways and lived experiences. If you meet most of the selection criteria and are confident in your ability to perform the role, you are strongly encouraged to apply. Applications from women and gender-diverse candidates in technical and operational roles are particularly welcomed.

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Resource Management and Allocation	<ul style="list-style-type: none"> • Plan and coordinate the allocation of resources to works orders, ensuring service standards, specifications and response time requirements are met. • Ensure the responsible and efficient use of Council resources, contributing to continuous improvement of systems and operational practices. • Assess work requirements and determine whether works are best delivered by Council staff or external contractors, preparing and documenting scopes of works, as required for quotation processes. • Maintain appropriate stock levels of commonly used materials within the Operations Centre, including inventory management and reordering, as required. • Act as a key point of contact for suppliers and support the evaluation and trial of new materials and products where appropriate or as directed. • Coordinate customer requests by scheduling inspections, works and correspondence, ensuring matters are addressed within agreed timeframes and that customers are treated professionally, respectfully and courteously. • Contribute to the development and review of Service Standards, Business Plans and budgets to support departmental and corporate objectives.
Technical Support	<ul style="list-style-type: none"> • Provide technical guidance in relation to:

	<ul style="list-style-type: none"> ○ The effective use of mobile field technology and works management systems. ○ Civil maintenance practices, legislation, codes of practice, industry standards and best practice. ○ After-hours operational matters, including maintaining contractor and supplier contact details within the Municipal Emergency Management Plan (MEMP), and assist as required. ● Monitor and maintain the accuracy and integrity of data within Customer Request and Works Management Systems, including: <ul style="list-style-type: none"> ○ Timely completion of customer requests. ○ Accurate recording of pro-active and reactive inspection outcomes. ○ Appropriate sign-off of completed works and associated data. ● Assist the Team Leader and Service Unit Leader with data collation for Freedom of Information (FOI) requests, as required. ● Prepare reports on works maintenance planning matters and contribute to service charters, customer research and improvement initiatives. ● Liaise professionally with technical staff in other Council departments and external utility authorities, as required.
Supervision and leadership	<ul style="list-style-type: none"> ● Coordinate proactive inspection programs to ensure risks are appropriately managed and inspection evidence is accurately recorded in corporate systems and records. ● Support and guide Civil Maintenance Inspectors, including identifying development needs and addressing performance matters in a fair, timely and constructive manner. ● Promote open communication, collaboration and a respectful team culture, ensuring team members have clear role expectations, appropriate support and access to necessary resources. ● Provide technical advice and oversight to contractors engaged in civil maintenance and construction works.
Reporting and maintenance of records	<ul style="list-style-type: none"> ● Develop works programs within Council's Works Management System and monitor progress against business plan outcomes. ● Provide performance reporting and feedback on Customer Requests and the Works Management System metrics to the Team Leader. ● Undertake quality audits of works completed by internal teams and contractors, reporting on findings and meeting quality, safety and environmental reporting requirements. ● Maintain accurate, up-to-date and confidential records in accordance with Council's -administrative procedures.
Quality, OH&S, Environmental and Specification Compliance	<ul style="list-style-type: none"> ● Ensure compliance with relevant OHS legislation and regulatory requirements. ● Implement and promote Council's OHS, Quality and Environmental Management Systems, policies and procedures. ● Provide guidance to staff to ensure work is carried out safely and in accordance with risk management principles.
First Aid Activities	<p>People managers are responsible for:</p> <ul style="list-style-type: none"> ● Ensuring adequate first aid coverage within their work area. ● Supporting the ongoing training and competency of Designated and First Aid Certified Officers. ● Ensuring first aid responsibilities are carried out effectively. <p>The position holder is required to maintain relevant first aid qualifications and perform the role of First Aid Certified Officer (FACO) in accordance with Council procedures and operational requirements.</p>

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.
Child Safety	<ul style="list-style-type: none"> Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. 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.
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"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.
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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		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 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 ≥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).] *Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row in the below physical requirements table*
- This position requires a vision test
- This position requires a hearing test (Required if Operations Centre outdoor worker or Home Maintenance Officer)

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

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

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

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

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
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 checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input checked="" 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 checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

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

These descriptors help to classify the position:

Accountability and Extent of Authority

Alternative wording:

The position is accountable for the following:

- The effective management of resources, including planning, work allocation, workflows, performance monitoring, quality assurance and leave coordination for Civil Maintenance Inspectors. Responsibilities are exercised within approved objectives, budgets and delegated authority, with regular reporting to the Team Leader to ensure alignment with agreed goals. The impact of decisions is generally limited to the quality, timeliness and cost of the programs and projects managed.
- The supervision and support of staff, contractors and resources to ensure agreed service standards, quality outcomes and achievement of operational objectives. This includes ensuring team members have clear role expectations, appropriate support, access to training and the resources required to perform their work safely and effectively.
- The administration and coordination of the works maintenance planning program, including works orders and technical support for the Civil Maintenance department and its contractors, in accordance with Council's financial delegations and governance requirements.
- Ensuring that relevant service standards, legislation, codes of practice and best practice principles are applied consistently.
- Providing specialised professional advice to internal and external stakeholders in accordance with Council policies and regulatory requirements.. The effect of decisions and actions taken may be significant, but are usually subject to appeal or review by more senior employees.
- Providing direct support and informed advice to the Team Leader. While the role operates within policy and procedural frameworks, it requires sound professional judgement and the capacity to exercise initiative within delegated authority.

The role requires responsible stewardship of public resources and transparent decision-making.

Judgement and Decision-Making Skills

Judgement and decision-making in this role involves applying specialised knowledge, experience and sound professional reasoning within established policies, standards and delegated authority.

The work involves applying established methods, procedures and processes developed from professional practice and precedent. It may also involve reviewing, improving and adapting these methods to respond to changing operational needs.

Problem-solving includes applying technical knowledge and practical experience to new situations.

The role requires the ability to make considered, well-informed and sound decisions, including:

- Selecting appropriate materials and repair techniques, taking into account team capability, plant availability, cost effectiveness, technical requirements and operational procedures, particularly in relation to programming of works.
- Determining suitable safety measures (e.g. equipment, signage and timing) in accordance with current standards.
- Assessing the skills, capacity and development needs of Works teams when scheduling and allocating tasks.
- Applying specialised expertise to provide practical advice and recommendations.
- Monitoring staff and contractor performance and escalating matters in a fair and timely manner where required.
- Allocating resources to meet operational priorities, including planning for contingencies.
- Making decisions that consider public safety, community expectations, service standards, risk management and coordination with other works.
- Maintaining awareness of both short- and long-term resource planning objectives.

The role recognises that strong decision-making includes knowing when to consult, seek advice or collaborate with others.

With Input from the Team Leader Civil Maintenance:

- The development and review of maintenance programs.
- Business planning and budgeting processes aimed at improving efficiency and service delivery.
- Continuous improvement of work systems, standards and repair methods.
- Adjustments to service standards to respond to operational or community needs.

Recommends to the Team Leader Civil Maintenance:

- Opportunities for efficiency improvements and practical implementation options.
- Team training and development initiatives to build capability and support career growth.

- Actions arising from audits for management consideration.
- Improvements to work systems and procedures that enhance service quality and value for money.
- Enhancements to digital and mobile systems to improve programming and service delivery.

With Guidance: The position involves independently researching and developing options and solutions to common operational challenges within a Civil Maintenance environment.

Support, mentoring and advice are available from the Team Leader, and collaborative discussion is encouraged to support sound and confident decision-making.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Demonstrated knowledge in a relevant technical or professional discipline, with the ability to apply both theoretical principles and practical experience to civil maintenance planning and service delivery.
- Sound theoretical and practical knowledge of Occupational Health and Safety (OHS) and Environmental Management Systems, including relevant legislation, policies, procedures and compliance requirements.
- Demonstrated experience in civil infrastructure and maintenance planning, including the coordination of works programs. This includes knowledge of plans, resources, team capability, contractor engagement, materials, repair techniques, plant and cost effectiveness.
- The ability to monitor performance and maintain quality standards in a professional, ethical and accountable manner, with a strong commitment to safety, integrity and continuous improvement.
- Well-developed resource and financial management capability, including familiarity with budgeting processes and responsible stewardship of public funds.
- Proficiency in digital systems, databases and mobile field technology relevant to works programming and reporting.
- An understanding of the long-term objectives of the Works Service Unit and the broader organisation, and the ability to align individual and team activities with Council strategies and policies.

Management & Interpersonal skills

The position requires the following management and interpersonal capabilities:

- The ability to effectively plan, prioritise and organise work to achieve agreed objectives within available resources and timeframes.
- Demonstrated inclusive leadership capability, with the ability to support, guide and influence team members to achieve high-quality outcomes and continuous improvement.
- The ability to implement and uphold fair and equitable workplace practices, including those relating to equal employment opportunity, occupational health and safety, and staff development.
- Strong communication and relationship-building skills, including the ability to work constructively with colleagues, contractors, suppliers, stakeholders and community members to achieve shared outcomes.
- The ability to foster a respectful, collaborative and psychologically safe team environment where diverse perspectives are valued.
- A high level of professionalism, discretion and confidentiality when dealing with sensitive matters, liaising with counterparts in other organisations to discuss specialist matters and with other employees in other functions in Council to resolve intra-organisational problems.

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 – Team Member

Relationship Management

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

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

