

## Position Description

Position Title	Project Manager
Directorate	Business Engineering & Major Projects
Department/Business Unit	City Improvement
Team	Building Projects Unit
Classification	Band 7
Date	May 2023

Reports to:	Coordinator of Building Projects
Supervises:	Nil
Internal Liaison:	Managers, Project Sponsors / Stakeholders, Coordinators, Staff
External Liaison:	Community Agencies, Authorities, Contractors, Residents, Community Groups, Funding agencies, Consultants, Industry Organisations, Emergency Services, Relevant Government Departments (State, Local, Federal)

### Position Objectives

Your primary purpose in this position is to:

- Ensure the successful delivery of Council and City Improvement Project/s, by effectively leading and managing the project scope, contract requirements, contractors, budget and funding, quality controls, targets and timelines, resourcing, reporting, community input and feedback, issues resolution and achievement of high-quality outcomes.
- This role predominantly involves delivering projects within the Building Projects portfolio relating to the construction of and alteration of building infrastructure. However, the role will also be required to undertake projects within the following portfolios on an as needed basis:

Civil Projects, Building Projects, Major Projects, Open space.

### Key Selection Criteria

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

- A relevant tertiary qualification in Project Management along with significant subsequent relevant experience. Relevant experience should include:
  - A proven successful track record in managing and delivering major commercial projects from concept design stage to final hand over, including extensive experience in delivering building projects combined with a thorough understanding of Community consultation processes
  - A sound knowledge of various construction techniques relating to building projects and a very good knowledge of relevant Legislation, Codes of Practice, Safety and Council requirements including the possession of a current construction industry White Card.
- A positive 'can-do' approach which incorporates business acumen, professionalism, ethical standards and integrity and an understanding of the long-term goals of Council, its values and aspirations and the legal and political context in which it operates in order to monitor and manage sensitive and confidential issues within a LG context.
- The capacity to effectively manage time, establish priorities, and achieve business outcomes, despite conflicting pressures, combined with knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures.
- Highly effective interpersonal skills, incorporating verbal and written communication, intermediate to advanced PC literacy incorporating MS Office applications, a strategic and operational perspective, advocacy, facilitation, and excellent Customer Service.

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

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☒ current valid (and ongoing) White card or equivalent

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Project Management</u>	<ul style="list-style-type: none"> <li>Facilitate and manage projects to ensure delivery of Departmental works identified throughout the annual budget process: <ul style="list-style-type: none"> <li>managing project delivery, including design, authority permits, documentation, procurement, construction, commissioning, defects period and handover, ensuring accurate and up-to-date records of all project documentation are in place and available,</li> <li>ensuring safety, quality and environmental reports are factored in, compliant and meet corporate requirements</li> <li>establishing clear project plans / briefs / scope / design and ensure resources are allocated to enable completion of projects within timelines and other targets.</li> <li>preparing project risk management plans and monitoring the implementation of project risk strategies/treatments</li> <li>ensuring the projects are scoped appropriately to incorporate all key factors in the planning and costing stages, including budget bids, funding applications and feasibility studies.</li> <li>preparing project budget, monitor expenditure against targets, and provide regular reporting, ensuring funding and finance opportunities are maximised</li> </ul> </li> <li>Facilitate and liaise with key stakeholders, client users, asset managers and maintenance staff to establish design and maintenance needs.</li> <li>Supervise project staff and contractors to ensure projects are tracking to requirements, identifying issues when they become apparent and resolving them before they become problems.</li> <li>Resource the projects to meet short and long-term objectives committing expenditure and approving payments within budget and amounts as per delegations of authority.</li> <li>Monitor and support project implementation and report project status and outcomes, reporting on key performance indicators and business outcomes.</li> <li>Ensure effective management of Council assets within the Strategic Asset Management Plan.</li> <li>Perform other duties required to achieve project outcomes.</li> </ul>
<u>Contract Management</u>	<ul style="list-style-type: none"> <li>Facilitate project specifications, support the calling of quotes and tenders, evaluation of tenders and recommendations of preferred tenderers, ensuring quotations and contract specifications are in accordance with corporate standards.</li> <li>Ensure Best Practice principles and Continuous Improvement strategies are part of operations, ensuring Council is receiving Best Value and agreed contract requirements.</li> <li>Monthly reporting on contract status, financials, and performance. ensuring compliance and delegations of authority are strictly met, including tendering</li> <li>Develop strong client contract manager relationships ensuring effective management of OH&amp;S related to building sites and contractors as well as ensuring that contract variations are reasonable, valid and within scope and budget</li> <li>Oversee the mobilisation, implementation, and closure of contracts with a particular focus on OH&amp;S, risk, quality, and financial issues.</li> </ul>
<u>Leadership</u>	<ul style="list-style-type: none"> <li>Provide quality professional advice to the Managers, Directors, Senior Management and Council, providing clear direction and open communication to facilitate values of openness and trust.</li> <li>Promote a positive image by demonstrating professionalism, ethical work standards and a high level of integrity, challenging the status quo and championing new initiatives.</li> <li>Ensure OH&amp;S and risk management programs are in line with corporate standards to sustain a safe, healthy, and enjoyable work environment.</li> <li>Foster a customer service culture, which maximises relationships between departments and promotes shared accountability for meeting customer and stakeholder needs.</li> </ul>

## 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.

## Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

<b>Emergency Management</b>	<ul style="list-style-type: none"><li>• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required</li></ul>
<b>Child Safety</b>	<ul style="list-style-type: none"><li>• Understand obligations and act in an appropriate manner with and around children</li><li>• Promote positive work practices with children</li><li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li><li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li></ul>
<b>Child Safety</b>	<ul style="list-style-type: none"><li>• Promote positive work practices with children</li><li>• Establish boundaries around acceptable and unacceptable behaviour in relation to children</li><li>• Adhere to reporting obligations where there is suspected or discovered child abuse</li></ul>
<b>Climate Change &amp; Sustainability</b>	<ul style="list-style-type: none"><li>• 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.</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times</li><li>• Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.</li><li>• Perform other duties as directed within the limits of acquired skills, knowledge, and training.</li><li>• At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.</li><li>• At all times, comply with Council's Code of Conduct - Staff.</li></ul>
<b>Diversity, inclusion and equity</b>	<ul style="list-style-type: none"><li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:<ul style="list-style-type: none"><li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li><li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li></ul></li></ul>
<b>Gender Equality</b>	<ul style="list-style-type: none"><li>• Support Council's 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.</li></ul>

## 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.

### Vision and Hearing Requirements

- ☐ This position does not require a vision test
- ☐ This position does not require a hearing test

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%
<b>Working independently</b> – 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"/>
<b>Team based work</b> – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Communicating with others – Verbally</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others - Written</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Decision making</b> – 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"/>
<b>Problem solving</b> – 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"/>
<b>Reasoning</b> – 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"/>
<b>Judgement</b> – 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"/>
<b>Short and long-term memory recall</b> – 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"/>
<b>Emotional resilience</b> – 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"/>
<b>Interruptions</b> – 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

- ☒ This position does not require more than 10-15% manual handling/physical exertion OR
- ☐ A task analysis exists because this position requires more than 10-15% manual handling/physical exertion.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Mobility/Postures</b>					
<b>Sitting</b> – stay in a seated position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Standing</b> – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Walking</b> – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Crawling</b> – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Non-manual handling</b>					
<b>Crouch/squat</b> – 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"/>
<b>Kneeling</b> – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bending</b> – 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"/>
<b>Reaching</b> – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fine manipulation/pinch grip</b> – 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"/>
<b>Power/open hand grip</b> – 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"/>
<b>Writing/typing</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Climb ladders</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Low level work</b> – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Manual Handling</b>					
<b>Lift/Carry/Hold</b> – 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing/Pulling</b> – 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"/>
<b>Kilograms of force (kg.f)</b> – 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"/>
<b>Weight requirements – lift, carry, push, pull or hold</b>					
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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input type="checkbox"/>	<input checked="" 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 directly held responsible for:

- Professionalism, ethical work standards and a high level of integrity delivering projects which have operational and/or strategic perspectives, focusing on providing outcomes which are sustainable, fiscally responsible and of benefit to the community,
- Successful delivery of designated projects within legislative and corporate guidelines, agreed time frames and service standards, managing all components of project delivery, including procurement, construction, commissioning, and handover:
  - Ensuring contract management is in accordance with corporate standards and that Council policies and procedures are followed with integrity and compliance and that continuous improvement principles and excellent customer service standards are applied to all operations and outstanding issues are resolved.
  - The authority to commit expenditures and vary contracts subject to professional and regulatory review and confined within corporate financial and Unit delegations as well as sound business management and decision making, determining the most feasible and cost-effective strategy to achieve an acceptable outcome.
  - Identifying and managing risk issues ensuring safety, quality and environmental practices and principles are applied to the highest standards.
- Resource management with the freedom to act is designated on a project basis and 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.
- Providing specialist advice to or regulate clients, where the freedom to act is subject to professional and regulatory review and the impact of decisions made, or advice given may have a substantial impact on individual clients or classes of clients.
- Where responsibility for project development, 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 can have a significant effect on the projects which are developed.

## **Judgement and Decision-Making Skills**

Judgement and decision making is within the following scope:

- This position is 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.
- Where responsible for project development, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options and solutions before a recommendation can be made.

### Independently:

- The position makes decisions based on day-to-day management and scheduling of allocated work and resolution of specialist problems with stakeholders and contractors within delegated authorities.
- Required to make well thought through, sound judgements and decisions on:
  - Application of specialised expertise, advice, and recommendations on Project issues.
  - Allocation of resources to meet work demands, including planning and priorities.
  - Managing plans, budgets, contracts, and contractors.
  - Implement methods, procedures, and processes to deal with situations as they arise.
  - Varying programs and approving works, interpreting regulations and codes of practice.
  - Determining and applying corrective actions, including to critical situations.
  - Financial commitments, expenditure, and payments.

### With Input from the Manager City Improvement

- Resolve contract issues efficiently and with minimal impact.
- Consider long and short-term resource issues and provide changes to construction plans.
- Required to inform the Coordinator/Manager of any decision that may affect the timing, budget, quality, or scope of the project.

### Recommends to the Manager City Improvement

- Design improvements and technical solutions relating to the open space portfolio.
- Opportunities for efficiency gains with feasible options.
- Variations to contracts and service standards to adapt to and meet the needs of different situations.
- Improvements to work systems, work procedures and structures which result in cost savings and more efficient business practices.

### Guidance

- Works under general direction from the relevant line Manager/Coordinator, under the authority of Manager City Projects & Asset Improvement.
- Guidance and advice are not always available from the Manager City Projects & Asset Improvement or from within the organisation and accordingly must be sought from external sources.

## **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- Proficiency in the application of a theoretical or scientific discipline within the field of project management in the search for solutions to new problems and opportunities.
- A proven successful track record and high attention to detail and accuracy in managing, monitoring performance of contracts ensuring quality controls, and delivering major projects from concept design stage to final hand over including through a good knowledge of relevant Legislation, Codes of Practice, Safety and Industry Best Practices.
- Business acumen, analytical and investigative skills are required to identify and anticipate areas of concern, monitoring and managing financial responsibilities as well as to enable the formulation of effective solutions to ensure contracts deliver required standards and best value.
- Leadership capacity to influence others to achieve agreed outcomes as well as strategic and operational perspective, incorporating political acumen to deal with sensitive and confidential internal and Council issues.
- 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.
- A detailed knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures is required to contribute to the strategic directions of the City Improvement business unit.

## **Management & Interpersonal skills**

The essential position requirements include:

- The capacity to effectively manage time, establish priorities, plan, and organise one's own work and where appropriate that of other employees so as to achieve specific and set business outcomes, in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- 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. and contribute to the development and implementation of long-term staffing strategies.
- Ability to gain cooperation and assistance from clients, contractors, and other employees in the administration of broadly defined activities and to motivate and develop employees.
- Ability to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.
- Excellent Customer Service focus supported by actions and outcomes through highly effective interpersonal skills, incorporating verbal and written communication, presentation, advocacy, and facilitation.
- A positive 'can-do' approach which incorporates professionalism, ethical standards and integrity including the capacity to lead and influence staff and contractors to outcomes.

## **Verification & Approvals**

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

	<b>Name</b>	<b>Signature</b>	<b>Date</b>
<b>Prepared by</b>	Samantha Ackland		May 2023
<b>Manager</b>	Craig Cinquegrana		May 2023
<b>Director</b>	Paul Kearsley		May 2023
<b>Occupant</b>			



### 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.

