

Position Description

Position Title	Coordinator Financial Accounting
Directorate	Corporate Services
Department/Business Unit	Financial Services
Team	Financial Accounting
Classification	Band 8
Date	May 2023

Reports to:	Manager Financial Services
Supervises:	Assistant Financial Accountant, Assistant Accountant, Accounts Payable Supervisor, Accounts Receivable Officer
Internal Liaison:	Council staff, Director Corporate Services to Financial Accounting issues, Managers and staff in other Business Units as well as daily with all Finance staff members and the Manager Financial Services
External Liaison:	Internal and external audit staff, Government departments and agencies, Software providers, Financial institutions

Position Objectives

Your primary purpose in this position is to:

- Manage the activities of the Financial Accounting function including leadership of staff, administration of relevant systems and formulation of procedures, to ensure the effective and efficient delivery of all Financial Accounting functions.
 - delivering high quality financial reporting functions with strong Customer Service and recognised industry Best Practice to enable Council to take informed decisions.
 - ensuring Council complies with its statutory financial reporting requirements and to maintain the policies, systems and financial data used to formulate the reports associated with this task.

Key Selection Criteria

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

- Relevant tertiary qualification in Accounting, Commerce, Economics or Business Studies as well as substantial demonstrated experience and skills coordinating a team of Financial Accountants, Accounts Payable and Receivable staff delivering Financial Accounting services as well as membership of CPA or CA (where deemed appropriate lesser formal qualifications together with extensive and diverse experience may also be considered). Relevant skills, knowledge and experience should include:
 - Demonstrated extensive experience, achievement and innovation coordinating a Financial Accounting Department, including a sound understanding of accounting principles, Accounting Standards and Financial Accounting systems.
 - A sound knowledge of Goods and Services Tax legislation, Fringe Benefits Tax legislation, Australian Accounting Standards and Local Government legislation with substantial specific knowledge of the financial reporting requirements for each.
 - Advanced written and verbal communication skills engaging with a wide range of internal and external stakeholders, regardless of their technical / accounting knowledge, in order to achieve the objectives of a Financial Accounting function.
 - Demonstrated excellent attention to detail and highly developed analytical, investigative and negotiation skills combined with comprehensive computer literacy including exceptional spreadsheet skills.

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

- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Financial and Statutory Reporting</u>	<ul style="list-style-type: none"> • In conjunction with the Manager Financial Services, coordinate and prepare the Annual Financial Statements for inclusion in Council's annual report. Ensure the financial statements comply with Australian Accounting Standards, Local Government legislation and other relevant legislation. • Coordinate and prepare the annual grants commission return, fringe benefits tax return and GST compliance reports and statements. • Assist managers to ensure that all claims and returns in respect of grants, subsidies, and other funds due or available to Council are accurately completed and submitted on a timely basis and followed up for receipt. • Prepare, produce, and distribute periodic (monthly) financial reports required by the Management Accounting team including Balance Sheet, Income Statement, and investment reporting, as well, as the preparation of other associated financial reports required by management. • Liaise with the auditors for both audit and procedural requirements. Ensure internal and external audit recommendations agreed to by Council are implemented in accordance with the recommended timeframes. • Coordinate the preparation and compilation of Council's general unclaimed monies schedule and ensure compliance with the Unclaimed Monies Act. • Ensure all aspects of the relevant Local Govt Act and Regulations are complied with.
<u>Financial Management and Performance Reporting</u>	<ul style="list-style-type: none"> • Prepare annual budget estimates for the Financial Accounting area. • Set targets and monitor performance of key activity indicators in relation to Financial Accounting, Accounts Payable, Receivable and Treasury functions.
<u>General Ledger Control Procedures</u>	<ul style="list-style-type: none"> • Review and authorise all journals prepared and posted by the Financial Accounting team, relevant staff in Property and Revenue Services and Management Accounting teams, ensuring all journals are posted by the second business day following month end. • Ensure all required monthly reports from Property and Rating, Computron and other systems are run on the last day of month end. • Develop and maintain written policies and procedures, and continually review and streamline systems and processes to ensure flexible and responsive service delivery. • Ensure that Council officers comply with all internal control procedures and the Council's Instrument of Delegation. • Reconciliation of Annual Leave, Long Service Leave and Rostered Day Off (RDO) provision estimates with the general ledger balance on a quarterly basis and post appropriate journals (if required). • Review the organisational grants register on a monthly basis. • Coordinate Council's Corporate Purchasing system including card management, reconciliation to the general ledger (interface).
<u>Accounts Payable (AP) (when required)</u>	<ul style="list-style-type: none"> • Manage and provide supervision to the Accounts Payable Supervisor and Accounts Payable team generally: <ul style="list-style-type: none"> ○ maintaining and documenting detailed works processes for the Accounts Payable function; and ○ confirming and authorising weekly payment run details. • Develop, maintain, and implement organisational policies applicable to the Accounts Payable function. • Identify, develop, and implement processes to ensure internal controls are maintained as well as guidelines and procedures for publishing on Council's intranet and internet sites. • Comply with all relevant laws, be they Federal, State or Local Laws and Council policies and guidelines as amended from time to time.

<u>Accounts Receivable (AR) (when required)</u>	<ul style="list-style-type: none"> • Manage and supervise Accounts Receivable Officer and ensure all bad debts are collected in accordance with Council policies. • Prepare recommendations for write off of uncollectible debts consistent with Council guidelines, policies and procedures.
<u>Performance and staff development</u>	<ul style="list-style-type: none"> • Monitor compliance with prescribed service levels and ensure agreed standards are achieved by the team within agreed timeframes with a focus on industry best practice and organisational requirements. • Undertake performance reviews and manage the development of the Financial Accounting team, identifying the training needs of team members, and implement development programs as agreed. • Manage staff Recruitment requirements and participate in Recruitment and Induction activities as required.
<u>Planning, Policy and Systems Administration Management Team</u>	<ul style="list-style-type: none"> • In conjunction with the Coordinator Management Accounting & Systems manage Council's Chart of Accounts that drives the accounting, budgeting, and reporting needs of Council. • Liaise with the Council's IT unit and contracted specialists to ensure the robust operation of all systems associated with Financial Reporting, designing, and implementing standard and ad-hoc reports within systems to meet Financial Reporting needs. • In conjunction with the Manager Financial Services devise and implement an ongoing program of training and systems improvement. • Facilitate and coordinate the efforts and output of the Financial Accounting team to reflect overall Council objectives, priorities, and team service levels. • Administer Council's banking application CommBiz (or equivalent) and Corporate Purchasing card software application. • Formulate and have input into Council's Investment Policy development and internal controls. • Ensure that guidelines and policies around cash processes are adequate and effective and that such policies prevent significant errors in cash balance calculation.
<u>Investment and Borrowings Management</u>	<ul style="list-style-type: none"> • To coordinate the short and long-term cash flows of the Greater Dandenong City Council to ensure that adequate funds are available at all times to meet the short-term requirements of creditors and salary payments. • Coordinate Council's investment portfolio and ensure that all Council's surplus funds are invested securely and promptly in order to maximise interest in accordance with regulations and Council policy.

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:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
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.

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 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 does not require more than 10-15% manual handling/physical exertion
- ☐ 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%
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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Assist the Manager Financial Services to manage the Finance Business Unit and related services across the broader organisation in the delivery of a comprehensive range of information and support to the municipality within broad goals, policies, legislative and corporate guidelines, agreed timeframes and service standards.
- Assist the Manager Financial Services to manage the Finance Business Unit within periodic professional and regulatory reviews to ensure conformity with broad Business Unit plans / goals and a reporting mechanism to ensure adherence to budgets.
- In managing this specialist unit, the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation, with decisions and actions taken by this position having a substantial effect on the operational unit being managed or on the public perception of the wider organisation. Decisions and actions taken at this level may also have a substantial effect on the community or sections of it.
- Under the direction and guidance of the Manager Financial Services, develop Strategic Policy options and Strategic Plans to address future finance requirements of the organisation and to develop and implement high quality, timely and accurate Financial Reporting to guide the Executive and Council in making decisions. The freedom to act in this regard is wide and limited only to the areas nominated by Employer or the corporate management.
- The advice and counsel provided by this position is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and/or the community.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- This position involves both problem solving and policy development to be undertaken simultaneously.
- Although methods, procedures and processes are less well defined this position is expected to contribute to their development and adaptation.
- The work will typically require the identification and analysis of an unspecified range of options before a choice can be made. The position is required to identify and develop policy options within the functional area for consideration and choice by the Manager Financial Services and/or Council.

Independently:

- Manage time and determine priorities, plan workflow of self and others and meet tight deadlines effectively.
- Evaluating and making improvements to financial planning and reporting procedures.
- Design of relevant reports to enhance the quality of financial reporting.
- Provision of specialised advice to council's managers and officers on financial accounting and related services/reporting matters.
- Provide training, guidance, advice, leadership and motivation to a team of financial accountants and accounts payable/receivable officers.

Recommends to and receives input from the Manager Financial Services:

- Prepare the first draft of the annual financial statements for review.
- Identify, analyse, develop, and implement ongoing improvements to work systems, procedures and unit activities from an unspecified range of options.
- Provision of specialised advice to Council's managers and officers on financial accounting related matters.
- Identifies and recommends individual and team development opportunities for financial accounting staff.
- Identify and develop policy options in the Finance Unit for consideration and choice by the Manager Financial Services.

Guidance

- Works under broad direction from the Manager Financial Services.
- All decisions are made within statute and subordinate legislative guidelines.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Extensive knowledge of Australian Accounting principles, Accounting standards and Financial Accounting systems, including a thorough knowledge of the application of underlying principles of Financial Accounting.
- Proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation.
- Thorough knowledge of Local Government Legislative requirements, including a sound knowledge of internal budgeting and financial accounting control procedures pertaining to Council financial systems.
- A comprehensive understanding of general ledger reconciliation principles and practices, specifically pertaining to Council financial systems, including comprehensive computer literacy and exceptional spreadsheet skills with excellent attention to detail and highly developed analytical, investigative skills.
- An understanding is required 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.

Management & Interpersonal skills

The essential position requirements include:

- Advanced time management, organisational, financial, and business planning skills in order to lead, motivate and develop a large number of employees including tertiary qualified employees, some with extensive relevant experience.
- Well-developed management skills are required to achieve broad Financial Accounting objectives and goals, taking account of organisational and external constraints and opportunities. This includes leading, motivating and developing members of the Financial Accounting function, including other tertiary qualified employees.
- Highly developed report writing skills as well as well-developed project management skills gained in a financial accounting setting, along with a demonstrated capability in continuous improvement contributing to efficiencies and quality of service.
- Demonstrated ability to work effectively in a team and independently, particularly the ability to gain cooperation and assistance of key stakeholders and staff to resolve intra-organisational problems and counterparts in external agencies to resolve specialist problems.
- Demonstrated advanced written and verbal communication skills to engage with a wide range of internal stakeholders across different levels of the organisation hierarchy and with a wide range of external stakeholders to achieve broad Financial Accounting objectives regardless of their levels of technical / accounting knowledge.
- With guidance from the Manager Financial Services persuade, convince, or negotiate with clients, members of the public, other employees, statutory authorities, tribunals, and persons in other organisations in the pursuit and achievement of specific and set financial accounting objectives.

Verification & Approvals

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

	Name	Signature	Date
Prepared by	Kirsten Geri		May 2023
Manager	Kirsten Geri		May 2023
Director	Michelle Hansen		May 2023
Occupant			

Appendix

Core Capability Framework – People Leaders

Relationship Management

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

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

Planning & Organising

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

- Ensures that team members are able to see the connections between the work of the team and the broader organisational context
- Actively engages team members in the development of realistic plans to deliver work unit priorities
- Allocates work unit resources to achieve desired results
- Takes corrective action as required when concerns have been identified

People Development

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

- Encourages people to undertake ongoing professional and personal development
- Uses reflection as a key tool for ongoing development and organisational improvement
- Uses transformational leadership practices to engage and grow the capabilities of team members
- Regularly gives and receives constructive feedback
- Communicates with staff in a positive and proactive manner

Future focused organisation

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

- Monitors the broader environment to understand the impact of emerging trends on the work of the team
- Identifies changes to systems and processes that will lead to the effective implementation of organisational change initiatives
- Encourages others to recognise and value the inevitability of change in organisations
- Assists the team to adapt to a constantly changing environment by communicating change information honestly, empathetically and in a timely manner

Outcome orientation

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

- Creates opportunities for people to come together to creatively address issues facing the team and the clients they serve
- Sets short-term goals with the team for the team to achieve agreed objectives
- Tracks progress against job expectations and makes adjustments as required
- Sets challenging goals that will deliver superior results

Service focus

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

- Demonstrates commitment to quality client/customer service
- Maintains regular customer communication to ensure mutual expectations are clear
- Responds appropriately to client/customer requests and/or complaints

Self-management

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

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

Safety, health and wellbeing

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

- Aligns team/unit work plans with Council's vision and objectives for employee safety, health and wellbeing
- Allocates adequate resources to achieve safety, health and wellbeing initiatives and objectives
- Monitors departmental performance indicators for the continuous improvement of safety, health and wellbeing practices and culture

Council's REACH Values

Respectful

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

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

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

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

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

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.

