

## Position Description

<b>Position Title</b>	<b>Content Management Librarian</b>
<b>Directorate</b>	Community Strengthening
<b>Department/Business Unit</b>	Community Arts, Culture and Library Services / Library
<b>Team</b>	Libraries
<b>Classification</b>	Band 6
<b>Date</b>	June 2024

<b>Reports to:</b>	Library Resources & Content Coordinator
<b>Supervises:</b>	Supervises staff as Librarian on Duty on designated shifts
<b>Internal Liaison:</b>	Library Resources and Content Coordinator Library Services Senior Coordinator Library Staff including Library Technical Services staff Community, Arts, Culture and Library staff and other Community Strengthening staff Media and Communications, People and Procurement and other Council staff
<b>External Liaison:</b>	Library system suppliers, Library material suppliers and contractors Library Victoria consortium colleagues, outsource agencies Professional colleagues, networks and organisations Library users and Residents

### Position Objectives

Your primary purpose in this position is to:

- Develop and maintain the Library Management System (LMS) in-line with relevant standards & procedures and in consultation with Libraries Victoria consortium colleagues.
- Develop and maintain the integration of and access to digital content through the LMS, utilising appropriate standards, applications, resources and/or data harvesting techniques as required.
- Update, maintain, support and provide relevant training to oversee the Virtual Library (including the Library's website, online catalogue, enews and mobile application) with functions including website content management and approvals.
- Monitor the quality provision of cataloguing and processing services from outsource suppliers to Greater Dandenong Libraries.
- Prepare regular statistical returns and reports from the LMS or supporting systems as directed or required.
- Manage and participate in assigned projects across the libraries as required, in support of the Library Resources & Content Coordinator and/or Library Services Senior Coordinator and actively contribute to the continuous improvement of Library Technical Services functions.

### Key Selection Criteria

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

#### Essential

- Degree/Graduate Diploma in Librarianship/Library and Information/Knowledge Management with eligibility to professional personal membership to the Australian Library and Information Association (ALIA) or through lesser qualifications with equivalent demonstrated relevant knowledge and experience commensurate with the requirements of the role gained working in a library environment specifically

Library Technical Services.

- Demonstrated:
  - Experience with cataloguing materials with an understanding of international standards and resources (DDC, LC authorities, Libraries Australia and other tools, including the integration of Resource Description & Access (RDA) standard) and in-house/Libraries Victoria consortium standards and procedures.
  - Experience in LMS database development and maintenance, including delivery of key authority work.
  - Experience in Website content management systems (CMS) and workflows for content creation and approval.
  - Ability to relationship manage and determine quality control measures for outsourced shelf ready services and suppliers.
  - Experience in successful project delivery, including defining operational workflows and successfully liaising with others to achieve project outcomes.
  - Motivated approach to managing time and organising work to achieve set objectives, including the ability to work well in a team setting.
  - Ability to communicate with and train all levels of staff and outsource agency representatives as required.

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
- ongoing First Aid and CPR (specify) including:
  - Provide First Aid (Level 2)

## Position Specific Responsibilities & Skills

In this position, you are responsible for:

Database (catalogue) Development	<ul style="list-style-type: none"> <li>• Providing an efficient &amp; effective cataloguing service to Greater Dandenong Libraries.</li> <li>• Undertaking routine database maintenance tasks, including authority work.</li> <li>• Investigating and providing recommendations regarding new cataloguing technologies and tools.</li> <li>• Ensuring quality control monitoring and, in turn, supporting management of outsource agencies for efficient cataloguing and processing of items.</li> <li>• Developing and maintaining the LMS database in consultation with Libraries Victoria consortium colleagues.</li> </ul>
Virtual Library	<ul style="list-style-type: none"> <li>• Quality control, delivery, maintenance and presentation of Greater Dandenong Libraries Virtual Library including the Library website, catalogue, enews and add-on applications.</li> <li>• Delivering current access to eresources via the Library’s website, catalogue and associated applications including online databases and downloadable eresources.</li> <li>• Leading a small team of web editors.</li> <li>• Closely liaising with other library staff in virtual promotion of library services and programs.</li> </ul>
Technical Services Operations	<ul style="list-style-type: none"> <li>• Participating in strategic planning of library and information services, with particular reference to future content management and delivery via the LMS and add-on applications.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participating in the development and implementation of policies and procedures to ensure effective Library Technical Service operations are in place.</li> <li>• Participating in the investigation and implementation of improvements to operational workflows of Library Technical Service functions.</li> <li>• Monitoring the cataloguing and processing budget in consultation with the Library Resources &amp; Content Coordinator.</li> <li>• Supporting the Library Resources &amp; Content Coordinator through delivery of assigned projects, tasks and duties.</li> </ul>
Service & Program Delivery	<ul style="list-style-type: none"> <li>• Providing effective and efficient library and information services to all library users on a rostered basis during library opening hours at specified locations.</li> <li>• Performing service delivery functions and accepting responsibility, as nominated Librarian on Duty, for the management of front-of-house Library operations during rostered shifts.</li> <li>• Assisting patrons in the use of self-serve lending and kiosk functions, including PC bookings, Online Public Access Catalogue, website, photocopier/printers and related technology.</li> <li>• Facilitating computer and digital services to Library users, including providing roving support to Patrons using technology throughout the Library.</li> <li>• Providing specialist advice in the development and delivery of programs, training and related activities to address identified user education; especially in reference to the position's content management and delivery specialty.</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>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> </ul>

	<ul style="list-style-type: none"> <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 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.</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 requires a vision test
- This position requires 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 type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Communicating with others</b> – Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Concentrating</b> – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Planning and sequencing tasks and activities</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope					
<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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>

## Physical Requirements

- The following task analysis dated October 2015, exists because this position requires more than 10-15% manual handling/physical exertion.

*The tasks have been ergonomically assessed by Workfit in consultation with the Library.*

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<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 checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Climb ladders</b>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climb or descend stairs</b>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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:

- Quality control, delivery, maintenance and presentation of the LMS and Greater Dandenong Libraries Virtual Library including the Library website, catalogue and add-on applications.
- The freedom to act when managing these resources is governed by Library objectives and adopted budgets with regular reporting mechanisms to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the resources, programs and projects being managed.
- Where required to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by the Library Resources and Content Coordinator.
- Where involved in policy development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by the Library Resources and Content Coordinator. The quality of the output can have a significant effect on the process of policy development.
- In conjunction with the Library Resources & Content Coordinator, utilise Library Technical Service staff skills and other forms of resource management to fulfil projects and initiatives.
- To develop and work within approved budget frameworks.
- Support operational policies, procedures and guidelines within the Library Technical Services team specifically and Library Services unit generally.
- Ensure continuation of Library Technical Service team outcomes; this position will provide specialist support as required, such as acting in a backup capacity to support the delivery of library services and resources.

- In conjunction with the Library Resources & Content Coordinator, research options and provide assistance in the overall development of strategic policy and planning options for the Library Technical Services unit.

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

Judgement and decision making is within the following scope:

### Independently:

- Resolve complex resource access related issues within professional knowledge and experience.
- Professional judgment on matters of procedure and interpretation of requirements.
- Provide specialist professional support for policies, programs and procedures, organise and prioritise workflows and meet set objectives, within the resources available.
- The work may involve improving and/or developing methods and techniques generally based on previous experience and problem solving may involve the application of these techniques to new situations.
- Organise and prioritise work to meet set objectives, within the resources available.
- Represent Greater Dandenong on sector working and interest groups which relate to specialisation.

### With Input from the Library Resources and Content Coordinator:

- Supervise resources and apply knowledge to meet service requirements, within a framework of guidance and advice from more senior colleagues.

### Recommends and Identifies to the Library Resources and Content Coordinator:

- Professional recommendations on future development of cataloguing, digitisation and database development.
- Professional recommendation on continuous improvement of all Library Technical Services functions, including outsourcing workflows, quality control management, cataloguing, meta-data application or harvesting, digitisation and electronic resource integration.
- Budget requirements for library resources, cataloguing and end processing costs.

### Guidance:

- Guidance and advice are usually available from Library Resources & Content Coordinator and other Coordinators within the Library Service.

## **Specialist Knowledge and Skills**

The position requires the following essential skills and knowledge:

- Website Content Management including content creation and approvals.
- Maintain current knowledge of cataloguing, digitising trends and meta-data fundamentals.
- Ensure quality control monitoring of Library Technical Services functions and monitor contract management of outsource agencies for efficient cataloguing and processing of items.
- Demonstrated ability to manage resources including budgets, and a familiarity with relevant budgeting techniques.
- Required proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Required understanding of the long term goals of the Library Service and the relevant policies of both Library Services and the City of Greater Dandenong.

## **Management & Interpersonal skills**

The essential position requirements include:

- Managing time, setting priorities, planning and organisation of one's own work and where appropriate that of other employees so as to achieve specific set objectives in the most efficient way possible within the resources available and within a set timetable.
- An ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- An ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

**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>	Karmel Savahl		June 2024
<b>Manager</b>	Natasha Petkovic Jeremic		June 2024
<b>Director</b>	Peta Gillies		June 2024
<b>Occupant</b>			



# 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.

