

Position Description

Position Title	Team Leader – Sustainability Planning
Directorate	City Futures
Department/Business Unit	Strategic & Environmental Planning
Team	Climate & Open Space Planning
Classification	Band 8
Date	November 2024

Reports to:	Coordinator – Climate & Open Space Planning
Supervises:	Sustainability Planning staff
Internal Liaison:	All Council departments
External Liaison:	<ul style="list-style-type: none"> • General public/ Community groups/ Committees • Consultants/ Developers/ Landowners • Government departments and agencies/ Referral authorities • External service providers

Position Objectives

Your primary purpose in this position is to:

- Deliver the outcomes of the Sustainability Planning team's Business Plan and to meet identified Council Plan, Business Plan or team targets / objectives, and to manage the day-to-day budgeting and resourcing of the Sustainability Planning team. This includes:
 - providing strong, creative, ethical, and effective leadership of the Sustainability Planning team, and developing, managing, and mentoring members so that they are motivated, well advised and empowered to deliver the business plan outcomes and meet team targets
 - innovating, developing, facilitating, and implementing existing and new corporate strategies, policies, goals, and actions that lead to improved environmental, sustainable, social, and economic benefits for both Council and the broader residential and business community.
 - ensuring the team have up-to-date knowledge of sustainability planning and environmental best-practice, new innovations, and environmental tools, and legislative, policy or planning requirements in a timely manner to achieve Council environmental related goals.
 - delivering Council's Sustainability Festival through the Sustainability Planning team as well as coordinating and facilitating after-hours committee meetings.
 - advocating, facilitating, and managing Council's membership of external sustainability driven partnerships and programs as well as facilitating inter-departmental and broad cross organisational engagement and participation within Council to ensure strategic and integrated sustainable environmental and policy outcomes.

Key Selection Criteria

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

Essential

- Tertiary qualifications in a sustainability / environmental planning field, strategic environmental management, environmental engineering or a related environmental planning discipline that will enable the successful undertaking of the requirements of the position.
- Demonstrated extensive experience in providing inspired and effective leadership and management skills that ensure the team is continually developing, motivated, empowered and challenged preferably with

- knowledge of local government, organisational development and operating in a political environment.
- High level experience in project management is essential, preferably with experience in environmental management and/or the delivery of environmental programs.
- Demonstrated experience in the development, evaluation and delivery of strategic environmental and sustainability policy in the built and natural environments.
- Demonstrated knowledge and experience in dealing with sustainability issues, strategies and policies including sustainable building design and assessment tools and climate change mitigation and adaptation.
- Demonstrated capacity in facilitating and delivering sustainability / environmental programs.
- Demonstrated leadership skills in the communication and promotion of complex ideas and community consultation and facilitation of stakeholders to ensure quality outcomes.
- Demonstrated writing and written comprehension skills to independently produce relevant and professional written communication including the preparation of Council reports, letters, emails, presentations, consultation material and other media to a consistently excellent standard.
- Demonstrated good verbal reasoning and problem-solving skills, particularly in relation to active listening, verbal presentation, negotiation and conflict resolution.
- Demonstrated ability in mentoring and facilitating the professional development of a team.

Desirable

- Demonstrated knowledge of sustainability across broader Strategic, Asset, Civil, Building & Planning issues.
- Demonstrated knowledge of local government, organisational development and operating in a political environment.

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) 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)
 - ☐ Provide First Aid in an Education and Care Setting
 - ☐ First Aid Management of Anaphylaxis

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Leadership & Management	<ul style="list-style-type: none"> • Provide leadership, innovative thinking, mentoring and management to the Sustainability Planning team assisting with the continuous improvement of the cultural climate developing, and implementing the team vision & goals. • Share professional sustainability planning, leadership and guidance to the Strategic & Environmental Planning department, as well as all other departments across the organisation. • Ensure performance of each team member is officially reviewed annually through the Corporate Performance Development Process (PDP), as well as that staff training requirements are identified and training programs provided to those staff to enhance team members' skills and build capability. • Coordinate resources to effectively manage workloads and meet business plan targets and outcomes including assisting with the management of employing external resources including consultants to ensure value added services are provided in an efficient and effective manner and deliver agreed outcomes.

Project Management	<ul style="list-style-type: none"> • Demonstrate effective leadership and management of the Sustainability Planning team's projects, including scoping of project briefs, efficient time management, meeting of key milestones and project outputs in a timely manner and within budget. • Using high level project management skills, lead the development, implementation, and assessment of innovative internal and externally funded environmental programs and tools to reduce corporate (Council) & community environmental impacts. • Participate in the coordination, facilitation and delivery of major projects and initiatives under the various Council policy programs, coordinating the commissioning of consultants, preparation of project/consultant briefs and co-ordination of project programs on environmental matters where appropriate. • Oversee and guide sustainability related projects funded through either the Strategic & Environmental Planning departments operational budget or Council's City Improvement Program (CIP) and liaise effectively to ensure that these projects are completed consistent with the project intent. • Liaise with project managers, other team leaders, coordinators, managers, and directors across Council where required, including the management of personal day to day workload, meeting deadlines and management of project teams and consultants.
Strategy & Policy Development	<ul style="list-style-type: none"> • Assist the Manager Strategic & Environmental Planning and Coordinator Climate & Open Space Planning in initiating and developing a long-term strategy for the development and growth of sustainability projects to deliver corporate and community objectives and outcomes with consideration of future state and federal government directions. • Assist with the development and implementation of relevant objectives of the Corporate Plan and Annual Plan relating to the environment, whilst providing accurate and professional advice on often complex matters to other staff, councillors, management, and community. • Plan, coordinate and manage a range of projects arising from The Council Plan and the Strategic & Environmental Planning Business Plan, and sustainability related strategies and action plans. • Provide expert advice to Council on measures to improve Council's performance and to progress Council's strategic outcomes in relation to sustainability planning.
Sustainability Planning Technical Matters	<ul style="list-style-type: none"> • Provide excellent technical sustainability planning advice that meets the needs of the community, developers, landowners, and the city at all times, • Administer and apply the provisions of the Planning & Environment Act 1987, Greater Dandenong Planning Scheme and other relevant Acts, Regulations, Codes of Practice, Policies, and the like. • Oversee and provide advice on statutory planning referrals and development proposals where they relate to sustainable design matters or have environmental implications and where relevant assess against environmentally sustainable design (ESD) and the use of sustainable design assessment tools. • Lead and assist in the review of the Greater Dandenong Planning Scheme where it relates to environmental or sustainability matters, with guidance as appropriate, so that it implements Council's vision and aspirations for future development, • Adhere to all Council policies and relevant State and/or Federal legislation governing Strategic & Environmental Planning department activities when carrying out administration responsibilities for the team, • Represent Council on external sustainability planning forums as required.
Sustainability Festival	<ul style="list-style-type: none"> • Ensure the delivery of the Sustainability Festival, including supporting the team in the delivery of other event activities through high-quality event planning and service delivery.

Partnerships	<ul style="list-style-type: none"> • Develop partnerships and network with other agencies working towards sustainable development opportunities, recommending, and seeking funding from external agencies for programs or projects that are in alignment with Council's and the Strategic & Environmental Planning department's priority areas. • Liaise and work with external organisations, council departments and contractors to deliver services and programs that embrace good environmental management. • Continue to monitor the benefits and value from Council's memberships of external sustainability related organisations.
Liaison & Advocacy	<ul style="list-style-type: none"> • Advocate for actions that lead to improved environmental outcomes across Council and the community, including liaising with government authorities, agencies, and external organisations to progress the objectives of Council. • Attend consultation meetings, working reference groups, authority best practice sessions and policy change groups to initiate, submit and advocate projects for Council's City Improvement Program (CIP). • Assist CGD's CIP project managers on awarded projects to ensure projects are completed consistent with the project intent. • Prepare and oversee grant and funding applications to external agencies for studies and projects related to sustainability and conservation.
Community Engagement, Promotion & Education	<ul style="list-style-type: none"> • Facilitate and manage the role and function of any sustainability related Council committees. • Develop, oversee, and facilitate consultation about sustainability and environmental issues with relevant sectors of the community, including business, industry, community groups, schools, individual and multi-cultural groups. • Develop effective networking relationships with appropriate organisations in the community and region.
Reporting & Budgeting	<ul style="list-style-type: none"> • Prepare and assist staff members in the preparation of Council reports, presentations and other reports on sustainability planning matters. • Assist the sustainability planning team in preparing, coordinating other departments, monitoring and reporting on Council's progress against the sustainability related strategies and policies. • Undertake research, data collection, surveys and collation of information on environmental matters. • Advocate and provide input into the development and review of Business Plans and annual budgets and long term planning objectives to meet corporate and departmental objectives. • Report on Business Plan progress and budget tracking, as required. • Manage any external consultant or agency budgets and resources as required.
Processes & Procedures	<ul style="list-style-type: none"> • Work in an electronic environment and independently maintaining electronic files in relation to all allocated applications in accordance Corporate and legislative Planning and Environment and Freedom of Information requirements. • Lead in the development of new and improved department processes and procedures as well as participating in business planning, continuous improvement activities, and other department improvement and growth initiatives.

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.

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%
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 checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Concentrating – high levels of concentration required while completing required tasks		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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 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"/>
		<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%
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice					

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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>specific task or part of a task</i>					
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input 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:

- This position primarily provides independent professional advice and support including using specialist expertise in decision making and problem solving within the Strategic & Environmental Planning department.
- Accountability and responsibility to make sustainability planning decisions as set out in statute and subordinate legislation, the Deeds of Delegation and other relevant internal documents with decisions and actions taken at this level having a substantial effect on the community or sections of it.
- The freedom to act is governed by broad goals, policies and budgets of Council in respect of the strategic, design and sustainability planning business plan in consultation with the Coordinator Climate & Open Space Planning with periodic reviews to ensure conformity with those goals and objectives along with a reporting mechanism to ensure adherence to budgets.
- The decisions made or advice given by the Team Leader - Sustainability Planning may have a substantial impact on the operational unit being managed and/or have the potential to impact on the business / finances of landowners and developers and the public perception of Council.
- The advice provided by the Team Leader - Sustainability Planning will be relied upon for guidance and part-justification for developing and adopting strategic sustainability and environmental planning initiatives that will be used to develop Council strategies, policies and plans which may have a substantial impact on Council and/ or the community.
- The achievement of the teams business plan objectives and team targets, and satisfactory performance of all programs and activities within the areas of responsibility as well as coordination and ongoing development of the sustainability planning team.
- Compliance with all relevant statutory responsibilities associated with areas of responsibility, including the provision of professional advice internally and provision of information to government and other statutory bodies.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Generally, involves both problem solving and policy development. Methods, procedures, and processes are less well defined, and employees are expected to contribute to their development and adaptation. The work will typically require the identification and analysis of an unspecified range of options including policy options in their own functional area for consideration and choice by Council.
- Be able to problem solve in reference to Regulations, Acts and Council's Strategic Plans using procedures and guidelines and the application of professional or technical knowledge.
- Accountability and authorities for sustainability planning decision making as set out in legislation, the Deeds of Delegation from the CEO, and other relevant internal documents, as well as making decisions on day-to-day operational, procedural, and administrative matters.
- Required to interpret Standards & Guidelines, Legislation, Regulations and Codes of Practice as they apply to the position.
- Required to address staff performance and behavioural management matters.

With Input from the Coordinator – Climate & Open Space Planning

- Required to develop, interpret, and analyse strategies and policies with limited strategic guidance as well as develop and interpret policies and prepare analytical reports for Council and management consideration.
- Required to analyse, interpret, and advise on State and Federal policies related to sustainability and environmental planning with limited general guidance.

Recommends and identifies to the Coordinator – Climate & Open Space Planning

- Business Plans, Strategies and Policies for approval and the development of funding proposals to seek external income.
- Formal Staff Performance and Behavioural management matters, including staff promotion and advancement opportunities.
- Advice and decision making for developments of regional / city importance which are outside the norm may need specialised advice.

Guidance:

- Works under broad direction from the Coordinator Climate & Open Space Planning, with all decisions are made within legislative guidelines.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Substantial knowledge and experience in all elements of sustainability planning, policy, strategies and processes in the built and natural environments.
- Strong and effective leadership and management skills to ensure the goals and objectives of the sustainability planning team are continually achieved.
- Well-developed communication skills, and an ability to effectively liaise and negotiate with all internal and external stakeholders.
- An ability to apply professional judgment, analytical and investigative skills in the formulation of strategy and policy options from within a broad organisation-wide framework in the search for solutions to new problems and opportunities which may be outside the original field of specialisation.
- An ability to integrate the broader environmental, social and economic implications within strategic outcomes.
- 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.
- A sound knowledge of budgeting and relevant accounting and financial procedures is required.
- An ability to work in a fast pace environment and manage multiple tasks, while ensuring high quality outcomes are continually achieved.

Management & Interpersonal skills

The essential position requirements include:

- Skills in managing time, setting priorities, and planning and organising the team's and own work to achieve objectives and goals in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures, and taking account of organisational and external constraints and opportunities.
- Create and enhance a positive culture and supportive environment for staff.
- Lead, motivate and develop the performance of tertiary qualified staff with extensive experience to ensure adherence to operating protocols, providing regular, timely feedback to team members.
- Conducting regular staff performance reviews and development appraisals, this position leads, motivates and develops supervised staff in the achievement of department and team targets.
- Organisational skills to implement, review, develop and maintain efficient and effective running of projects, processes, and decision-making systems, ensuring all correspondence, requests and documentation is registered, recorded, and actioned in line with team key performance indicators.
- Ability to gain the cooperation and assistance of sustainability planning officers to initiate change, persuade, convince, or negotiate with clients, members of the public, other employees, tribunals, and persons in other organisations in the pursuit and achievement of specific and set Strategic & Environmental Planning objectives.
- Ability to utilise well developed interpersonal, oral, and written communication, skills to:
 - facilitate consultation with stakeholders and the community
 - promote and communicate complex ideas

- communicate application processing matters,
- articulate the need for changes to planning applications after assessment; as well as
- provide excellent general planning advice.
- prepare high quality correspondence, reports, presentations, and other documents
- Must also be able 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.

Verification & Approvals

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

	Name	Signature	Date
Occupant			
Manager			

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.

