

Position Description

Position Title	Coordinator Growth and Investment
Directorate	City Futures
Department/Business Unit	Business Development and Investment
Team	Growth and Investment
Classification	Band 8
Date	October 2024

Reports to:	Manager Business Development and Investment
Supervises:	Senior Economic Development (Special Projects) Officer Investment Attraction and Visitation Officer Economic Development Officer
Internal Liaison:	All staff - daily contact with staff in other Directorates in relation to the planning of, and the progress against planned activities
External Liaison:	On-going contact with: <ul style="list-style-type: none"> ○ businesses, ○ property developers, ○ peak bodies and Industry Associations, ○ government departments and associated agencies and ○ other relevant organisations or institutions, to identify opportunities for business growth and investment

Position Objectives

The primary objectives of the position are to:

- To lead and oversee the Growth and Investment Unit activities including leading on investment attraction and facilitation, supporting precinct revitalisation and placemaking, development and new business establishment and retention.
- Develop, implement, monitor and review the Economy and Place Strategy in respect to the Growth and Investment Unit portfolio. Stimulating economic and strategic growth by attracting new business investment.
- Marketing and promoting the diverse lifestyle and economic benefits realised for the location of business and industry investment and community.
- Managing the Business Permit Support Service, guiding businesses through the permit process ensuring a continuous integrated improvement model.
- Develop and implement a Major Construction Development Support Service, guiding developers and construction companies through the permits process ensuring a continuous improvement model that reduces barriers to investment and accelerates project delivery.
- Engage and develop relationships with key stakeholder, including developers and investors to drive economic growth.
- Engage and collaborate on strategic planning undertaken by all levels of government that influence growth and investment.

Key Selection Criteria

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

- a) Degree or b) Post Graduate Diploma qualification in a relevant area, which may include Economic Development, Social Sciences and/or Urban Planning along with a) substantial or b) significant [respectively] experience in the field of the employee's specialist expertise. Relevant skills, knowledge and experience should include:
 - Understanding of the principles and practice of economic development to achieve sustainable outcomes with recognised experience in the economic development field, preferably with certification as Australian Certified Economic Developer (ACEcD), through Economic Development Australia.
 - Demonstrated ability to effectively coordinate a similar Unit and work with staff and others from diverse professional backgrounds in the delivery of planned outcomes.
 - Demonstrated project management and organisational skills, with significant experience in project planning, implementation, and evaluation,
 - Demonstrated well developed analytical and problem-solving skills and high-level advocacy and negotiation skills,
 - Ability to effectively develop, implement and communicate strategies of relevance and importance to the development, growth, and maintenance of business in the city and to lead stakeholders in delivering a vision of economic prosperity and jobs growth.

Alternatively, lesser formal qualifications such as Diploma level, may be considered where these have been acquired together with extensive and diverse experience, or intensive specialist experience.

- Ability to effectively communicate with staff, the business community, Government Departments, and other organisations,
- Excellent written and oral communication skills, with a demonstrated ability to prepare a wide range of reports and correspondence, as well as deliver presentations of a high standard,
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:

current valid (and ongoing) Victorian Driver's Licence

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Leadership / Management	<ul style="list-style-type: none"> • Provide effective leadership, supervision, and professional support to team members in a busy and changing environment: <ul style="list-style-type: none"> ○ managing, allocating and prioritising projects and tasks to supervised staff, ensuring a proactive, practical approach to the professional development of staff. ○ encouraging and facilitating enhanced staff performance within Council guidelines and requirements. ○ developing positive, collaborative relationships with other teams across Council and external key stakeholders. ○ conducting regular team meetings to provide for staff input into operational and strategic matters and to provide information to all staff. ○ proactively leading staff to consider continuous improvement processes and promote a flexible and positive approach to change within the team. • 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 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. • Ensure that the Business Permit Support Service and proposed Major Construction Development Service operate successfully.
Stakeholder Relationships	<ul style="list-style-type: none"> • Effectively contribute to appropriate advocacy activities.

and Advocacy	<ul style="list-style-type: none"> • Meet regularly with and facilitate relationships with businesses, property developers, peak bodies and Industry Associations, government and other relevant organisations and institutions. • Encourage partnerships and exchange ideas and expertise within the Economic Development profession, primarily through involvement with Economic Development Australia (EDA) and other peak bodies including Property Council.
Accountability	<ul style="list-style-type: none"> • Assist the Manager Business Development and Investment to develop appropriate projects that enhance growth and investment and pursue external funding, as appropriate.
General	<ul style="list-style-type: none"> • Write and secure relevant articles and case studies for Council's website, publications, social media and industry communication channels. • Keep ahead of local and global issues, trends and policies and understand the impact of these on local / regional business growth and investment
Growth and Investment	<ul style="list-style-type: none"> • Identify business needs and opportunities to stimulate growth for the overall benefit of the city. • Develop and implement the Economy and Place Strategy. • Promote policies and programs developed by State and Federal Governments and when appropriate encourage and support growth and investment. • In consultation and cooperation with others, identify appropriate business investment sites or premises for particular enterprises. • Assist and advise business to obtain permits and services through Council and other authorities. Perceptions improved. • Enhance perceptions of the City of Greater Dandenong and broader region by proactively promoting positive aspects, conditions, and services available to business, industry, workers, visitors, and residents.
Strategies and Policies	<ul style="list-style-type: none"> • Prepare and update Strategies and component plans relevant to the Growth and Investment Unit, as required and in accordance with overall Council Plans and priorities, including the Economy and Place Strategy • In collaboration with the Director, Manager, and other relevant staff, contribute to feedback on Federal and State economic development related papers and policies relevant to the City of Greater Dandenong and broader South East region.
Services Improved	<ul style="list-style-type: none"> • Coordinate the operations of the Growth and Investment Unit. • Develop and implement process improvement systems with staff and the Manager Business Development and Investment. • Forward plan the activities and priorities for the Growth and Investment Unit with staff, Co-ordinator Business and Employment, Co-ordinator Place Making and Revitalisation and the Manager Business and Development and Investment. • Ensure referrals to the group, development applications and other business activities operating from the group operate efficiently and effectively and customers' requirements are met within timelines reflecting industry best practice. • Contribute to the forward planning of activities and priorities for the Business Development and Investments team. • Annual budgets are developed that meet corporate objectives, provide effective and efficient services to the community, and are managed in a professional manner. • Provide general advice to external sources, particularly business and industry, and assist in the coordination of a "one-stop-shop" approach to enquiries.
Reporting	<ul style="list-style-type: none"> • Prepare monthly reports on Unit activities including contacts from business and government agencies, updates to trend data, progress in meeting corporate objectives and progress in meeting specific targets and agreed benchmarks.

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 type="checkbox"/>	<input checked="" 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 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input 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 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 type="checkbox"/>	<input checked="" 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 is directly responsible to the Manager Business Development and Investment, for managing economic development initiatives and activities, developing, and interpreting policy and ensuring a highly effective and efficient level of service through a dedicated and flexible Greater Dandenong Business Team.
- This is a resource management position and the freedom to act is governed by broad goals, policies, objectives, and budgets with periodic reviews by the Manager Business Development and Investment, to ensure conformity with those goals and a regular reporting mechanism to ensure adherence to budgets.
- Decisions and actions taken at this level may have a substantial significant effect on the programs or projects and the operational unit being managed or on the public perception of the wider organisation.
- The position provides information and/or specialist advice to businesses and agencies, other areas of government and the City of Greater Dandenong, with the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken in this regard may have a substantial effect on business groups and the community or sections of it.
- Manage and develop programs and resources within department Policies, Codes of Practices, and Council's purchasing and tendering policies and within agreed budget.
- Provide professional representation as required on consultative committees and internal Council working groups.
- Provide support and professional management and overall guidance to staff.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Makes decisions on the day-to-day and ongoing operations and coordination of Growth and Investment Business Unit staff and broader responsibilities of the team including the implementation of strategic plans for enhancing business networks, educational programs, and events that align with the economic development goals of Council.
- Reports on the Growth and Investment Business Unit's plan, budget, recruitment, performance management and other corporate requirements.
- Develops and implements ongoing improvements to work systems, procedures, and Unit activities from the identification and analysis of an unspecified range of options.
- Identifying potential risks and uncertainties associated with business networks, education, and events, and implementing effective risk mitigation strategies.
- Engaging with diverse stakeholders, including local businesses, government representatives, and community organisations, to build collaborative networks that drive economic development.

With Input from the Manager Business Development and Investment:

- On matters of significance where there are impacts on the ability to deliver Business Support and Investment services or activities within budget or where external factors impede or impact the delivery of Business Support and Investment services.
- Identifies and recommends individual and team development opportunities for the Growth and Investment Business Unit.
- Prepare correspondence, reports, and briefing papers.

Recommends to the Manager Business Development and Investment

- Enhancement options to policy, practice, and strategy, regarding long- and short-term resource issues.
- Variations to service standards to adapt to and meet the needs of different situations.
- Improvements to work systems, work procedures and structures which result in cost savings and more efficient business practices.

Guidance

- Works independently under direction from the Manager Business Development and Investment.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Establish awareness of the importance and needs of business in the City through 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 by the employee,
- 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 essential except for specialist positions where such knowledge may not be required,
- Capacity to utilise initiative and creativity in the development of a range of economic development services, working towards and supporting the reduction of 'Red Tape' within and outside Council that may present as any obstacle, to business improvement,
- Reviewing the emerging needs of a diverse business community and balance serving these through the demand for quality economic development and network services and initiatives,
- Ability to maintain quality and ongoing contact and established networks with business, industry, government and other relevant organisations and institutions given the large number of contacts required and the long lead time often associated with significant and beneficial projects,
- Developing partnerships with a number of key government or other funding agencies in the development and delivery of services. collecting, collating, and disseminating appropriate and relevant information that will inform and benefit business and industry.

Management & Interpersonal skills

The essential position requirements include:

- **Leadership** - Strong leadership skills to inspire and guide a team toward achieving common economic development goals and objectives and taking account of organisational and external constraints and opportunities. This includes the ability to facilitate the professional development of a team including tertiary qualified senior team members.
- **Communication** - Highly effective interpersonal, written, and verbal communication skills to effectively convey ideas, negotiate partnerships, and represent Council in various forums. The incumbent should have the ability to produce timely, professional communication including the preparation of budgets and reports.
- **Team Collaboration** - Ability to collaborate with internal teams, external stakeholders, and community partners to achieve a cohesive approach to economic development.
- **Project Management** - Effective project management skills to ensure the successful implementation of business networks, education programs, and events within established timelines and budget constraints.

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			October 2024

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.

