

## Position Description

| <b>Position Title</b>           | <b>Community Engagement Officer - Heritage</b> |
|---------------------------------|--|
| <b>Directorate</b>              | Community Strengthening                        |
| <b>Department/Business Unit</b> | Creative and Engaged City                      |
| <b>Team</b>                     | Experience and Partnerships                    |
| <b>Classification</b>           | Band 5   |
| <b>Date</b>                     | September 2024                                 |

|                          |  |
|--------------------------|--|
| <b>Reports to:</b>       | Cultural Heritage Program Lead   |
| <b>Supervises:</b>       | Volunteers   |
| <b>Internal Liaison:</b> | Community Strengthening Directorate staff, Asset Management, Building Maintenance, CIP, Media and Communications, Mayoral office, Governance, IT.              |
| <b>External Liaison:</b> | Historical Societies, general public, Museums Victoria, Heritage Victoria<br>Local and regional community including residents, ratepayers and business owners. |

### Position Objectives

Your primary purpose in this position is to:

- Delivering programs, projects and activities across a range of platforms that promote cultural heritage engagement in the municipality.
- Working collaboratively with a variety of stakeholders to support a range of cultural engagement activities, responses to requests for heritage-based research and provide advice regarding culture and heritage programs and services to Council and community.
- Overseeing the ongoing operation of the Civic Archive site and the digitisation of the Civic and local heritage Collections program.

### Key Selection Criteria

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

- A tertiary qualification in a field relevant to Cultural Heritage management such as museums and Heritage related programs or a related discipline is required along with little or no relevant knowledge, or through lesser formal qualifications with relevant work skills. Relevant experience in relation to these options should include:
  - Understanding of the issues relevant to local cultural heritage management and promotion, preferably within a local government context.
  - Proven skills in coordinating activities and resources that promote and support heritage, education and related cultural programs and services.
  - Experience in, or the willingness to undertake skills development in, the area of electronic data management, including the processes relating to the digitising of items contained in the Civic Collection and the development of a public access interface to support and promote the Digitisation program
- Demonstrated project experience, including ability to complete tasks within specific timeframes and budgetary constraints
- Demonstrated ability to supervise and coordinate volunteers and casual staff along with knowledge of curriculum-based learning outcomes for various age groups.

- Demonstrated sound oral and written communication skills to prepare external correspondence, write reports where appropriate as well as competency in delivering quality customer service.
- Current valid Victorian Drivers Licence, as well as satisfactory (and ongoing) Working with Children's and Police Checks supplied prior to offer of employment and commencement and maintained at regular intervals thereafter

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:

|                                     |  |
|-------------------------------------|--|
| <b>Cultural Heritage Engagement</b> | <ul style="list-style-type: none"> <li>• Work collaboratively with Creative and Engaged City team and other staff to identify and deliver suitable programs, projects and activities that promote cultural engagement in the municipality.</li> <li>• Develop an annual program of activities to support and promote cultural heritage stories and activities across a range of platforms.</li> <li>• Coordinate the Council's Civic Collection interface on the new shared heritage web portal.</li> <li>• Undertake the preparation of interpretation material regarding heritage and cultural resources within the City of Greater Dandenong.</li> <li>• Promote greater awareness and understanding of cultural engagement and heritage conservation across the organisation and within the community.</li> <li>• Provide advice to members of staff, Councillors and the public on cultural heritage matters including preparation of reports, correspondence and presentations.</li> <li>• Prepare reports, correspondence and presentations, as required.</li> <li>• Respond to general inquiries from the public and where applicable refer inquiries to other departments within Council or to other service providers.</li> <li>• Monitor and evaluate programs and projects.</li> <li>• Provide administrative support and advice to Cultural Heritage Committees and related where applicable</li> </ul> |
| <b>Research and advice</b>          | <ul style="list-style-type: none"> <li>• Assist in the formulation of any arts and cultural heritage studies or reviews of conservation provisions, guidelines or associated Council strategic planning policies.</li> <li>• Ensure that appropriate, well-balanced and practical advice on cultural engagement and heritage conservation matters is provided to Council staff and the public.</li> <li>• Liaise with local stakeholders regarding collection management, recording and display</li> </ul>   |
| <b>Heritage Collection</b>          | <ul style="list-style-type: none"> <li>• Oversee the implementation of guidelines, policy and procedures for the shared archive in association with local stakeholders.</li> <li>• Under guidance, maintain a heritage records management system to ensure the accurate co-ordination of cataloguing, transporting, archiving and accessibility of all Civic Collection material.</li> <li>• Oversee the management and maintenance of the records relating to Council's Civic Collection and management of any other software programs and databases relating to the Collection Archive or Digitisation program.</li> </ul>   |

|                             |   |
|-----------------------------|---|
|                             | <ul style="list-style-type: none"> <li>• Oversee the management of the shared electronic web portal to be established through the Digitisation program.</li> <li>• In conjunction with representatives from the Historical Societies and other Council staff, oversee the operations of the combined Civic Archive.</li> <li>• Oversee the operations of the Civic Collection digitisation program.</li> <li>• Implement a program of work to enable the progressive scanning and digital recording of the collection and populate the digitisation database and access program.</li> <li>• Assist in the processes of acquisition and de-accessioning of materials from Council's Civic Collection.</li> <li>• Oversee maintenance and cleaning schedules for the Civic Archive.</li> <li>• Develop a process to monitor and measure the effectiveness of the digitisation program in order to secure support for future needs and operational developments.</li> <li>• Maintain a good knowledge of industry trends, standards and directions.</li> <li>• Assist in training volunteers to meet service needs and provide day to day supervision of the volunteers.</li> <li>• Ensure that OH&amp;S policies and procedures are correctly interpreted and implemented.</li> <li>• Market, promote and deliver knowledge development programs for volunteers.</li> </ul> |
| <b>Public Engagement</b>    | <ul style="list-style-type: none"> <li>• Work collaboratively with Council staff to deliver Cultural Heritage content via Greater Dandenong Council's online platforms.</li> <li>• Oversee the development of materials and coordinate distribution of cultural heritage related print publications.</li> <li>• Work closely with the Creative City Promotions team to support the development a range of cultural heritage and learning materials/media about Council's arts, culture and heritage facilities for use with visitors and the community.</li> <li>• Promote the Civic Collection and explore options to ensure enhanced access by the public to the collection.</li> <li>• Increase awareness within the organisation and the community of cultural heritage issues.</li> </ul>  |
| <b>Resources</b>            | <ul style="list-style-type: none"> <li>• Administer agreed budget allocations and any other funding, including the maintaining of accurate financial records in line with Council procedures.</li> <li>• Investigate, prepare applications and acquit grant and other funding opportunities for the arts, culture and heritage sites, programs and exhibitions.</li> <li>• Provide recommendations to the Cultural Heritage Program Lead on budget requirements for heritage programs, exhibitions and interpretation requirements</li> </ul>   |
| <b>First Aid Activities</b> | <ul style="list-style-type: none"> <li>• Undertake the role of First Aid Certified Officer (<b>FACO</b>) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i></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>Occupational Health and Safety</b>      | <p>All employees have responsibilities to:</p> <p>Take reasonable care of their own health and safety.</p> <p>Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves.</p> <p>Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace.</p> <p>Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures.</p> <p>Participate in health and safety training programs and initiatives.</p>         |
| <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> <li>• At all times, comply with Council's Code of Conduct - Staff.</li> </ul> |
| <b>Diversity, inclusion and equity</b>     | <ul style="list-style-type: none"> <li>• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> <li>○ zero tolerance of racism and expectations that staff will act on incidents of racism</li> <li>○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.</li> </ul> </li> </ul>   |
| <b>Gender Equality</b>                     | <ul style="list-style-type: none"> <li>• Support Council's response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.</li> </ul>   |

## Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

### Vision and Hearing Requirements

- This position 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<br>(typical tasks) | Frequency (% of the working day) |                                     |                                     |                                     |
|---|---------------------------------|----------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
|   |                                 | Rare/<br>Never                   | Occasional<br>0 – 33%               | Frequent<br>34 – 66%                | Constant<br>>66%                    |
| <b>Working independently</b> – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor   |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Team based work</b> – works in a team of people and not exposed to isolation   |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Communicating with others</b> – Verbally   |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Communicating with others</b> - Written  |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <b>Focused Attention to task</b> – high levels of attention required to minimise errors and ensure accuracy   |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Concentrating</b> – high levels of concentration required while completing required tasks  |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input 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"/>            |
| <b>Reasoning</b> – required to exercise sound reasoning while completing all aspects of the position within defined scope   |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| <b>Judgement</b> – required to exercise sound judgement while completing all aspects of the position within defined scope   |                                 | <input type="checkbox"/>         | <input type="checkbox"/>            | <input 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 checked="" type="checkbox"/> | <input 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 checked="" type="checkbox"/> | <input 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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            |

## Physical Requirements

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

| Physical Requirements  | Task detail | Frequency (% of the working day)    |                                     |                                     |                          |
|--|-------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
|  |             | Rare / Never                        | Occasional 0 – 33%                  | Frequent 34 – 66%                   | Constant >66%            |
| <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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Walking</b> – In an upright position, moving more than 3 steps  |             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input 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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Kneeling</b> – To lower the body  |             | <input checked="" type="checkbox"/> | <input 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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Reaching</b> – Extending arms out in any direction  |             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Twisting/trunk rotation</b> – Rotating the body to one side or the other without moving the feet  |             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Fine manipulation/pinch grip</b> – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm             |             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Power/open hand grip</b> – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended           |             | <input checked="" type="checkbox"/> | <input 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 type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Climb or descend stairs</b>   |             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Low level work</b> – Performing manual handling actions at or near ground level   |             | <input type="checkbox"/>            | <input 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 checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Pushing/Pulling</b> – Applying force to move something away or closer to one's self, including static positions   |             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| <b>Kilograms of force (kg.f)</b> – Amount of force or effort required to perform a specific task or part of a task   |             | <input type="checkbox"/>            | <input 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"/> |

| Physical Requirements  | Task detail | Frequency (% of the working day)    |                                     |                          |                          |
|------------------------|-------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
|                        |             | Rare / Never                        | Occasional 0 – 33%                  | Frequent 34 – 66%        | Constant >66%            |
| 10.1 – 15kg            |             | <input type="checkbox"/>            | <input checked="" 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 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 type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

These descriptors help to classify the position:

### Accountability and Extent of Authority

The position is directly held responsible for:

- Through effective resource management ensure that all projects and initiative standards are achieved and maintained to requisite standards including through supervising other employees and volunteers. The freedom to act in this regard is governed by clear objectives and/or budgets identified through frequent prior consultations with the Cultural Heritage Program Lead and a regular reporting mechanism to ensure adherence to predetermined priorities and plans.
- The position contributes to heritage and cultural development requirements, including activity, project and community-based program delivery, regularly evaluating projects and programs to ensure that community partnerships are developed and maintained, using the advice of the Cultural Heritage Program Lead management where necessary.
- When providing specialist advice to regulating clients' activities, the freedom to act is subject to close supervision and /or clear guidelines. The effect of decisions and actions taken on individual clients may be significant but is always subject to appeal or review by the Cultural Heritage Program Lead or more senior employees

### Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

- Objectives of the work are usually well defined and may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required
- Implement project plans based on information gained from appropriate consultation, including from professionals with specialist knowledge of the sector and with agreement of the Cultural Heritage Program Lead.
- Ensure appropriate, well-balanced and practical advice on heritage conservation matters is provided to Council staff and the public.
- In collaboration with other Creative and Engaged City staff, collate information that will contribute to the formulation of key strategic directions for Council on heritage and cultural issues.
- Assist with the daily operation of Council sites associated with the Civic Collection and any Council heritage sites with policies, guidelines and charters to meet service charter guarantees.
- Supervise daily activities of volunteers and visitors to Civic Archive or Heritage facilities within corporate policies, guidelines and procedures.
- Work independently and manage identified priorities where the objectives of the work program are well defined.
- Development of new programs and annual calendar of events
- Independently research, identify and provide options to solve complex problems.
- Exercise discretion in relation to activity, project and program delivery using the advice of Coordinator, team members, and management where the priority action is unclear
- Make recommendations to Council or senior management based on sound professional judgement, research and current trend analysis
- Guidance and advice are usually available from the Cultural Heritage Program Lead, within the time

required to make a choice

### Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- As a supervisor this role requires an understanding of the relevant technology, procedures and processes used within their operating unit, including demonstrated ability in the coordination of heritage and associated cultural development activities, including the development of partnerships with sector professionals and community.
- Sound knowledge of contemporary curatorial and conservation principles and practices relating to preservation and conservation of historical documents and other materials, or the ability to rapidly acquire it. This includes the ability to interpret the underlying principles involved as distinct from the practices.
- Knowledge of and experience in current cultural heritage practice, including a creative, community- based approach to local heritage management, with the ability to:
  - Contribute to the implementation of an appropriate heritage framework within a rapidly growing city.
  - Design and deliver a focused and appropriate calendar of events, programs and exhibitions, adhering to established budgets within agreed project costs.
  - Oversee the provision of ongoing operational support for agreed projects.
  - Monitor and evaluate the effectiveness of program initiatives
- The ability to understand the long-term goals of the Creative and Engaged City Department in which the position is placed and an appreciation of the goals of Council as a whole.

### Management & Interpersonal skills

The essential position requirements include:

- Demonstrated ability to effectively manage time, establish priorities, plan, and organise own work and in appropriate circumstances that of other employees so as to achieve specific and set objectives of projects in the most efficient way possible within resources available and within a set timetable in accordance with the goals set for the position.
- In the supervision of volunteers, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Well-developed written communication and verbal presentation skills including liaising with the community as well as with internal stakeholders, external agencies and State Government departments. This also includes preparing external correspondence where appropriate as well as writing reports and submissions in the field of expertise for a range of audiences and representing the Creative and Engaged City Department in a positive and professional manner.
- Ability to gain cooperation and assistance from clients, members of the public and other employees, in the administration of well-defined activities and in the supervision of other employees where appropriate. Periodic contact is also required with external organisations and other levels of government.

### 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 |      |           |      |



### 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.

