

Position Description

Position Title	Parking Compliance Officer
Directorate	City Planning, Design & Amenity
Department/Business Unit	Regulatory Services
Team	Parking Compliance
Classification	Band 4 / Band 5 (Advanced)
Date	April 2023

Reports to:	Parking Compliance Coordinator
Supervises:	(Band 4) Nil / (Band 5 - Advanced) coach / mentor Band 4 Parking Compliance Officers
Internal Liaison:	Parking Compliance Coordinator / Parking Compliance Officers / Regulatory Services Administration / Community Compliance Officers / other Council Staff.
External Liaison:	Residents/Ratepayers / Customers / Victoria Police / VicRoads

Position Objectives

Your primary purpose in this position is:

To serve the community and maintain/improve the amenity of the municipality for residents, traders, and visitors to Greater Dandenong by:

- Enforcing Parking restrictions under the Road Safety Act & Regulations, through promoting, educating, and advising the community on matters relating to Parking / Compliance matters including with people from diverse cultural backgrounds.
- Instituting and assisting in the prosecution of offenders where required, whilst monitoring and assisting in the maintenance of Parking infrastructure such as ticket machines, pay stations and signage.
- Conduct regular download and upload of data between handheld units and network systems and ensure Patrol Records are completed as required.
- [Band 5 - Advanced] Parking Compliance Officers assist with the monitoring of Council's School Crossing Supervisor service.

Key Selection Criteria

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

- Certificate IV in Local Government Compliance or equivalent or alternatively demonstrated knowledge, skills and experience in a Customer Service role gained through on-the-job training, preferably in a compliance / enforcement field commensurate with the requirements of the role. Relevant skills, knowledge and experience could include:
 - Demonstrated competency in using up to date technology (including software programs and mobile devices) to complete Regulatory or Enforcement tasks or responsibilities.
 - Demonstrated commitment to serving the public and community and ability to work as a highly effective member of a close-knit team.
 - Demonstrated ability to act independently in resolving problems often involving disputation or conflict, by the use of advocacy and conflict resolution skills.
 - Demonstrated effective people skills, including the ability to influence others to achieve positive outcomes, particularly with people from diverse cultural backgrounds.
- Demonstrated well developed oral & written communication skills including the ability to prepare clear and concise written documentation, e.g., for later use in legal proceedings.
- Ongoing availability to work a programmed roster covering spread of hours 6am-9pm, regular weekend work and overtime.
- Satisfactory (and ongoing) Police and Working with Children checks are required, along with a current valid (and ongoing) Victorian Drivers Licence along with access to a reliable vehicle supplied prior to offer of employment and commencement. A Functional Capacity Test is also required before employment can be offered.

[Band 5- Advanced] Parking Compliance Officers

Over and above the requirements of [Band 4] Parking Compliance Officers:

- Certificate IV in Local Government Compliance or equivalent, along with significant relevant skills, knowledge, and practical experience, or alternatively through having gained significant relevant knowledge, experience, and work skills on the job commensurate with the requirements of this role, set out in the body of this document. Relevant, knowledge, experience and work skills should include:
 - Demonstrated advanced application of professional or technical knowledge including relevant Regulatory Services Codes of Practice, Acts, Regulations, and
 - Demonstrated knowledge acquired through relevant experience to solve complex technical problems using creativity and originality as well as ensuring compliance with and enforcement of a wide range of Local Laws.

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

Position Specific Responsibilities & Skills

In this position, you are responsible for:

<u>Enforcement, Patrol Activities & Administration</u>	<ul style="list-style-type: none">• As part of a team and within allocated work plan, monitor and patrol streets, car parks and other public areas to ensure compliance with Parking controls and whilst on patrol, respond to enquiries and provide information as required.• Prepare and issue infringement notices for alleged breaches of the Road Safety Act and Regulations, Council Local Laws, and the Environment Protection Act, receiving and responding to requests for review of infringement notices issued.
<u>Community Education</u>	<ul style="list-style-type: none">• Assist with the design, development, and delivery of Council's Community Education programs.• Establish and maintain positive relationships with local traders and business owners, to promote and encourage voluntary compliance with Parking control measures, responding to requests for advice and information.
<u>Prosecutions</u>	<ul style="list-style-type: none">• Receive, investigate and, where necessary, initiate proceedings for alleged breaches of relevant legislation.• Research, compile and prepare briefs of evidence and issue summonses to bring alleged offenders before Courts and prepare and/or give evidence as a witness or informant in Court proceedings.
<u>Infrastructure Maintenance</u>	<ul style="list-style-type: none">• Conduct daily inspections and perform minor maintenance of all ticket machines and Parking pay stations, noting and reporting missing/damaged Parking signage, and reporting incidences of more serious faults/damage to parking equipment.• Recommend, prepare, and submit reports on changes required to existing signage or new restrictions that may be required in a given area.
<u>School Crossings</u>	<ul style="list-style-type: none">• Assist with the daily monitoring of school crossings to ensure the safety of children, receiving and acting upon reports concerning breaches of Road Safety (Road Rules) Regulations at crossings. <p><u>[Band 5 - Advanced] Parking Compliance Officers</u> Over and above the requirements of Band 4 officers:</p> <ul style="list-style-type: none">• Assist the Team Leader with the daily coaching / mentoring of [Band 4] Parking Compliance Officers to carry out the above duties, assigning school patrols to Parking Compliance Officers, as required.• Assist with daily monitoring of School Crossing Supervisor activity, to ensure timely attendance at crossings and safe conduct of children across roads as well as undertaking annual performance assessments of School Crossing Supervisors (SCS).• Assist in developing and maintaining effective relationships with schools, to maximise safety of children using crossings.

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
Child Safety	<ul style="list-style-type: none">• 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">• 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.

Inherent requirements of the position

These are the essential requirements of this position:

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 checked="" type="checkbox"/>	<input 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 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 checked="" 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- 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	Driving	<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	Foot patrols up to 15km/day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 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 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:

- The work undertaken by the incumbent generally falls within specific guidelines within the Regulatory Services Unit, but with scope to exercise discretion in the application of established standards and procedures.
- The freedom to act is limited by Regulatory Services Department standards and procedures encompassed by the nature of the work assigned to the position from time to time and has sufficient freedom to plan work at least a week in advance and is accountable for the quality, and timeliness of completing work and meeting key performance indicators, whilst ensuring compliance with the relevant Acts, policies, procedures, practices, and systems as they relate to Parking Compliance functions.
- The effect of decisions and actions are usually limited to the localised work group / function, individual jobs, regulation of clients, and/or internal procedures and processes.
- Ensuring Patrol and School Crossing supervision duties are undertaken, including working in widely varying weather conditions.
- Dealing with issues in a courteous, firm, fair and reasonable manner in circumstances which, at times, can be challenging or difficult to manage, exercising discretion in the application of established standards and procedures as appropriate, including with people from diverse cultural backgrounds

[Band 5- Advanced] Parking Compliance Officers

Over and above the requirements of [Band 4] Parking Compliance Officers:

- Assist the Team Leader by mentoring and providing leadership to other team members to ensure effective and efficient interaction with all stakeholders and enforcement of all Parking compliance requirements. Where applicable this involves coaching / mentoring [Band 4] Parking Compliance Officers and **monitoring** designated School Crossing Supervisors as well as providing specialist advice to and regulating clients and giving support to Manager Regulatory Services to maintain the effectiveness of Council's Parking Compliance service.
- Parking Compliance Officers contribute to development and implementation of systems, making recommendations wherever appropriate to improve work processes/customer service, within the team. The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by the Parking Compliance Coordinator or Manager Regulatory Services.
- The freedom to coach / mentor [Band 4] Parking Compliance Officers and monitoring School Crossing Supervisors is governed by clear objectives and/or budgets, frequent prior consultation with Parking Compliance Coordinator and a regular reporting mechanism to ensure adherence to plans.
- The freedom to provide specialist advice to and regulate clients is subject to close supervision or clear guidelines set by senior Regulatory Services staff.
- The freedom to provide direct support and assistance to more senior Regulatory Services employees is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are well defined, using well established standard operating procedures and guidelines to ensure the provision of accurate information on the day-to-day operational activities associated with Parking Compliance responsibilities.
- When making enforcement decisions may exercise discretion in the application of the standard operating procedures to reach satisfactory outcomes with individual customers, including effectively managing aggrieved and sometimes aggressive customers.
- Perform the role in a manner consistent with the stated goal of the Regulatory Services Department, which is to maximise voluntary compliance with the law, including applying appropriate discretion when determining whether to issue a penalty notice.
- Ensure cases which proceed to prosecution are legally sound in relation to relevant Acts, Regulations, precedents, and previous decisions.

Independently:

- The position is required to make independent decisions associated with day-to-day activities, having reference to well defined objectives, set procedures, regulations, and policies. However, the position requires the occupant to apply sound reasoning / judgement and use of discretion in selecting the degree of enforcement to be applied in any given situation, taking into account the circumstances of each situation.
- The incumbent is required to independently apply their judgement to diffuse difficult situations.

With Input:

- The position is required to seek guidance where no clear policy or precedent exists or when the issue is more complex than routinely encountered.

Recommends and Identifies:

- In more complex matters, the position is responsible for escalating these to the Coordinator for action, aimed at achieving compliance with relevant Legislation, unit Codes of Practice, Policy, and established procedures.

Guidance:

- Guidance and advice are always available within the time available to make a choice. This is required where a decision or solution may deviate from agreed discretion in the application of standard operating procedures or protocols.

[Band 5 - Advanced] Parking Compliance Officers

Over and above the requirements of [Band 4] Parking Compliance Officers:

- The position is required to make independent decisions associated with day-to-day activities, having reference to objectives that are usually well-defined and contained in relevant procedures, regulations, and policies.
- Contribute to development and implementation of systems, making recommendations wherever appropriate to improve work processes/customer service, within the team.
- Parking Compliance Officers work involves solving problems, using procedures and guidelines along with the application of professional or technical knowledge, and knowledge acquired through relevant experience. Problems are occasionally of a complex or technical nature and should be discussed with the Parking Compliance Coordinator before action is taken, in order to ensure compliance with relevant legislation, regulations, procedures and policies. Solutions will not necessarily be related to previously encountered situations and therefore some creativity and originality is required.
- Guidance and advice would usually be available within the time required to make a choice; accordingly, decisions made by the incumbent are subject to review by more senior officers.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within their operating unit, including but not limited to compiling and submitting concise daily Patrol Records.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations and an understanding of relevant precedents, previous decisions, including but not limited to a demonstrated working knowledge of the Victorian Road Rules, preferably with experience in regulatory enforcement including undertaking investigations.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the unit in which they work and where appropriate, an appreciation of the goals of the wider organisation.
- Ability to provide/seek information from community members in relation to compliance with Parking control, Local Laws, and other legislation, including through the use of advocacy and conflict resolution skills including with people from diverse cultural backgrounds.

[Band 5- Advanced] Parking Compliance Officers

Over and above the requirements of [Band 4] Parking Compliance Officers:

- Significant experience evidenced through a portfolio of work that demonstrates competence and proficiency in Parking Compliance processes, evidentiary requirements, and preparation of reports.
- When monitoring School Crossing Supervisors an understanding is required of additional technology, procedures and processes used in relation to the supervision of these staff.
- Interpreting regulations also requires an understanding of the underlying principles involved as distinct from the practices. This includes where officers are assigned specialist portfolios within Parking Compliance.
- When providing direct support and assistance to more senior Regulatory Services employees an understanding is required of the role and function of these employees as well as an understanding of the long-term goals of Regulatory Services and appreciation of the goals of Council.

Management & Interpersonal skills

The essential position requirements include:

- Demonstrated ability to manage time, plan and organise work both on an individual and team basis, at least one week ahead to ensure service delivery to external customers is achieved in the correct predetermined order of priority whilst attending to internal reporting and service requirements. This includes balancing a workload which has both pro-active and reactive demands.
- Ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities, including:
 - regular interaction with other Council Officers, Community members and Councillors to receive service requests and provide feedback on outcomes; and
 - interaction with other agencies including Police, Government departments and other Councils in relation to support enforcement activity (as required).
- Preparation of routine correspondence and provision of written reports to Coordinator regarding investigations undertaken and infrastructure problems.

[Band 5 - Advanced] Parking Compliance Officers

Over and above the requirements of [Band 4] Parking Compliance Officers:

- Demonstrated ability to manage time, set priorities, clearly planning, and organising work and in appropriate circumstances that of other employees several weeks in advance, so as to achieve specific and set objectives of the Parking Compliance team in the most efficient way possible, within the resources available and within a set timetable.
- 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 monitoring of School Crossing Supervisors, and coach / mentor [Band 4] Parking Compliance Officers.
- Expected to write supplementary reports in their field of expertise and to prepare specialised external correspondence. This includes when [Band 5 - Advanced] Parking Compliance Officers are required to assess the performance of tasks by School Crossing Supervisors and provide written reports on those assessments.

When monitoring School Crossing Supervisors 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 is required.

Verification & Approvals

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

	Name	Signature	Date
Prepared by	Libby McInnes		12 April 2023
Manager	Luke Mullen		12 April 2023
Director	Jody Bosman		12 April 2023
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.

