

Leaders ARISE



“Our leaders build relationships, empower others, embrace challenges and deliver on our promises”

Accept Accountability

Take responsibility and deliver on our promises

- Sets reasonable expectations, and holds self and others accountable for the delivery of established outcomes.
- Sees tasks through to conclusion in a timely manner, taking ownership for meeting objectives and progressing work.
- Persists and focusses on achieving objectives.
- Commits to, and achieves quality outcomes.
- Critically analyses own performance and seeks feedback from others.

Relationship Driven

Build positive relationships

- Identifies, builds and sustains mutually beneficial relationships with, and between, key stakeholders.
- Draws on the knowledge of key stakeholders and facilitates cooperation by sharing information.
- Ensures the provision of prompt, efficient and responsive customer service.
- Maintains an awareness of the diversity and motivations of customers, and uses this to enhance interactions.
- Adapts communication to engage and meet the needs of the customer.

Innovate and Change

Lead change and embrace new ideas

- Deals positively with uncertainty and responds proactively in an environment of change.
- Leads and responds flexibly to changing demands.
- Shares information, and communicates proactively with, and helps, others to adapt to change.
- Leads and influences change, including the design and delivery of services.
- Capitalises on emerging opportunities, and identifies and implements new ways of doing things.

Strategic Focussed

Create and communicate a clear vision

- Understands the organisation's objectives and aligns organisational capability to meet strategic objectives.
- Takes the lead in promoting a safe work environment.
- Makes decisions in alignment with the cultural, social and political factors affecting the Council.
- Identifies risks, and takes steps to minimise or prevent them to achieve business goals.

Empower Others

Support people to be their best

- Delegates with clear direction, while providing the opportunity for people to take ownership.
- Manages performance against goals and organisational values.
- Encourages and motivates people to engage in continuous learning and build their capability.
- Provides constructive feedback in a manner that inspires change and achieves resolution.
- Builds and sustains trusting working relationships.

