

WEST ARNHEM

REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title	Council Services Manager		
Location	Gunbalanya, Jabiru, Maningrida, Minjilang or Waruwi	Department	Community and Council Services
Position Level	Contract	Work Group	Community and Council Services
Position Type	Permanent / Full time	Approval Date	12 July 2024
Coverage	Individual Contract	Approved By	CEO

Position Objective

Council Services Managers are responsible for managing the day-to-day operations of Council services in their respective communities. This includes, but is not limited to, leading and directing employees through building and maintaining productive teams and positive relationships with internal and external stakeholders. Specifically, Council Services Managers direct, oversee and monitor the delivery of community works, wellbeing services, administration services, trades and contracts, and relevant associated budgets.

Key Duties and Responsibilities

1. Manage the day-to-day operations of the Council's infrastructure and services within a community in accordance with contractual arrangements, the WARC regional plan and relevant budgets.
2. Ensure the financial and physical assets of Council, including plant, equipment, buildings and vehicles are managed effectively by following all legislative requirements and business policies and procedures.
3. Develop and implement project plans and provide strategic analysis on actions required to ensure business processes are effective and efficient.
4. Support Council representatives and senior management by providing a high level of professional administrative support and timely reporting.
5. Provide succinct positive input into the strategic planning, development, monitoring and delivery of services within the community.
6. Monitor, direct and ensure all Local Government services and programs are conducted in accordance with statutory requirements, WARC policies and procedures, budgets and funding guidelines and best practices.
7. Provide management and direction to employees including coordination of workflow, performance management and identify professional development opportunities that is succinct to the needs of the business.
8. Oversee teams performance, complete performance reviews and training/development plans to ensure timely feedback, give appropriate recognition which reflects the contribution of staff who have the required skills and motivation to do the job.
9. Develop a team approach to problem solving and encourage innovative practice.
10. Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and West Arnhem Regional Council staff.
11. Support a collaborative culture with internal and external stakeholders and motivate team members by inculcating a dynamic working environment that nurtures innovation.
12. With regard to work health and safety in the workplace:
 - a. you have Officer duties;
 - b. ensure you work safely, the way you work does not cause harm to others, and you use measures within your control that prevent injuries or illnesses; and
 - c. within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

The employee is required to undertake any other reasonable duties or tasks as directed by the Senior Council Services Manager or Director Community and Council Services which are within the employee's skills, competence and training.

Essential Criteria

1. Previous management experience and demonstrated ability to provide effective leadership in a dynamic, austere, and cross-cultural environment.
2. Exceptional interpersonal, negotiation and conflict resolution skills, with the ability to work with a broad range of people from a variety of backgrounds and experiences.
3. Sound understanding of the issues affecting Indigenous communities in remote locations and cultural awareness.
4. Well-developed skills in asset management, project management, provision of service delivery programmes, people management, budget analysis, and business operations.
5. Sound knowledge of the Environment, Work Health and Safety, Local Government legislation and other relevant Acts and/or Standards.
6. Proven ability to undertake multiple tasks simultaneously and effectively manage workloads to meet critical timeframes.
7. Well-developed oral and written communication skills that enables a balanced and considerate approach to sensitive issues.
8. Proficient in the Microsoft suite of programs and a high level of computing skills.
9. Qualifications / licences:
 - a. Current C Class Drivers licence, at a minimum
 - b. Working with Children Check (Ochre Card)
 - c. NDIS Worker Screening Check

Desirable Criteria

10. Tertiary qualifications
11. Local government, or related experience.
12. First aid qualifications, or willingness to obtain.

Organisational Relationships & Further Information

Reports to	Senior Council Services Manager	Supervises	Senior Works Officer, Administration Coordinators or Senior Officers, Wellbeing Coordinators or Senior Officers, Mechanic, Utilities Support Contract Operators, Trades staff, various as per organisational structure
Internal liaising	Members of Locality Authorities Other managers All staff	External liaising	Government representatives Community organisation representatives Community members and stake holders Consultants and Businesses
Span of hours	Days on which ordinary hours can be worked – Monday to Friday Span of ordinary hours – 6 am to 6 pm		
Employment Check / Permit	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment. Eligibility to hold a Northern Land Council permit to work is an essential requirement of all employees who are not Aboriginal people living within the land trust.		
Travel	Travel to remote communities by light aircraft or 4wd will be required, and stays may be required.		

This position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, action and conduct, including but not limited to: the employment contract and conditions, Code of Conduct, delegation manual, legislation, regulation, policies, procedure, process, standards and plans.