



POSITION DESCRIPTION

Position Title	Manager Business and Commercial Services		
Location	Jabiru	Department	Community and Council Services
Position Level	Level 9	Work Group	Business and Commercial Services
Position Type	Permanent / Full time	Approval Date	24 April 2025
Coverage	WARC Enterprise Agreement 2024	Approved By	Interim CEO

Position Objective

To develop and manage commercial contracts, identify growth opportunities and secure funding. To ensure the contractual outcomes and the professional support of activities of the Tenancy Team, Grants Team, and Commercial Services Contracts including but not limited to; Essential Services, Aerodrome Maintenance, Tenancy, Visitor Accommodation, Centrelink and Post Offices.

Key Duties and Responsibilities

1. Develop and maintain positive working relationships with internal stakeholders that support community services work. (e.g. Direct reports, Chief Executive Officer, Director Community and Council Services, Manager Regional Council Services (MRCS) Council Service Managers (CSMs), Wellbeing staff and Human Resources (HR) staff.
2. Forge and maintain positive relationships with external funding organisations and their representatives.
3. Routinely liaise with local communities, government agencies and other organisations involved in grant funding and on-ground services to ensure ongoing service delivery compliance.
4. Analyse grant and contractual arrangements for the purpose of maximising financial and operational performance objectives.
5. Develop and oversee financial budgets and forecasts for each contract or program in this role's portfolio.
6. Ensure all acquittals meet all legislative requirements.
7. Maintain knowledge and understanding of the current contracts, their requirements, budgets and informing legislation as well as West Arnhem Regional Council's policies, procedures, and systems.
8. Create and update plans that respond to funding expectations, changing needs and organisational capacity.
9. Devise remedial actions and contingency plans for any issues likely to occur and conduct crisis management support as necessary.
10. Maintain strong rapport with funding representatives and other key stakeholders.
11. Maintain current information in relation to existing service contracts including Power and Water, Aerodrome Maintenance, Centrelink and Post Offices.
12. Maintain current information in relation to Tenancy and Visitor Accommodation, including an understanding of the Residential Tenancies Act, Jabiru Town Subleases and Section 19 leases.
13. Manage contracts and projects to ensure compliance to tenders and procurement systems and procedures.
14. Provide direction and advice to stakeholders for the effective delivery of contracted services in their communities.
15. Develop and maintain strong rapport with key stakeholders which strengthen collaboration and networks to the benefit of our region.
16. Lead story board/brainstorming sessions with the Executive and business stream managers to identify new business initiatives or opportunities and key win themes for funding opportunities.

Key Duties and Responsibilities

17. Actively pursue/source funding and business development opportunities utilising refined writing skill, project management and relationship management expertise to deliver growth to Council's services and financial position.
18. Lead by example in own performance and behaviour.
19. Positively and professionally lead and mentor the Business and Commercial team to grow their skills and capacity.
20. Liaise with CSM and HR to ensure ongoing capacity within teams so that contracted service delivery can occur to the necessary requirements.
21. Follow Council's policies, procedures and systems in the daily performance management of reporting staff.
22. Ensure all services providers remain externally accredited and maintain required quality systems in conjunction with HR.
23. Monitor the implementation and delivery of funded services and projects and provide advice and support to the appropriate personnel to ensure compliance.
24. Monitor for compliance the delivery of business and commercial services against budgets and expectations.
25. Ensure the development and delivery of business and commercial services are informed by consultation with key stakeholders and provide proactive and reactive advice and support as needed to solve any problems or difficulties that could prevent service deliveries or contractual obligations from being met.
26. Oversee the management of contractors as required to ensure compliance to tenders and procurement systems and procedures.
27. Ensure all reports and recommendations made to Council are well-written, based on sound, provable judgement and include appropriate recommendations and options.
28. Ensure all relevant services delivery, expenditure and submission reports and acquittals are reported to Council and the relevant funding bodies within the required timeframe.
29. 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 Director Community and Council Services which are within the employee's skills, competence and training.

Essential Criteria

1. Tertiary qualifications in business, community services, public sector management or similar and / or significant relevant experience.
2. Experienced writer with outstanding skill in leading a team to produce winning bids
3. Highly organised with the ability to multi-task, plan, and manage work processes involving multiple stakeholders to meet deadlines
4. Demonstrated strong financial management skills including cost control of work programs and projects, as well as solid understanding of funding sources and the ability to seek out new funding opportunities.
5. High level analytical strategic skills
6. Excellent record keeping skills with attention to detail and a high level of accuracy
7. Strong understanding and appreciation of Indigenous culture, living and working in remote communities and a demonstrated ability to be a good cultural fit for Council.
8. Qualifications / licences:
 - a. Current C Class Drivers licence, at a minimum
 - b. Working with Children Check (Ochre Card)

Essential Criteria

- c. NDIS clearance (Working with vulnerable people)

Desirable Criteria

1. Sound understanding of the political landscape of Northern Territory and Federal Governments.
2. Experience working with First Nations People.

Organisational Relationships & Further Information

Reports to	Director Community and Council Services	Supervises	Tenancy Coordinator, Grants Coordinator, Administration Officer Business Development, Contract Coordinator.
Internal liaising	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.