



# POSITION DESCRIPTION

Position Title	Council Services Manager (Warruwi)		
Location	Warruwi	Department	Community and Council Services
Classification	Contract	Position Type	Permanent - Full time
Position Number	TBA	PD Number	TBA
Reports to	Manager Regional Council Services	Reports to	
Reportees Roles	Senior Works Officer, Wellbeing Services Senior Officer. Utilities Support Operator Warruwi regarding Utilities Support Contract.		
Coverage	WARC Enterprise Agreement 2024		
Approved By	Chief Executive Officer	Date	28/01/2025

## Position Objective

To manage the day-to-day delivery and operations of West Arnhem Regional Council (Council) services in Warruwi.

## Key Responsibilities

### 1. Underpinning Requirements

- 1.1. Understand and meet the purpose of this role.
- 1.2. Understand the purpose and deliverables of the roles reporting to the Council Services Manager role in Warruwi.
- 1.3. Understand and meet the legislation, regulations, standards, codes and reporting responsibilities required of this role
- 1.4. Continuously stay informed about the services, deliverables, contracts, and any related compliance requirements associated with the services provided to the community.
- 1.5. Engage in professional communication that foster positive relationships at all levels across the community, with external stakeholders, and with Council staff.

### 2. Management and Delivery

- 2.1. Provide input into the strategic planning of services delivery to the community.
- 2.2. Monitor, direct and ensure all services and programs are conducted in accordance with contractual and statutory requirements, Council's policies and procedures, budgets and funding guidelines.
- 2.3. Liaise with the Manager Regional Council Services and other relevant Managers in relation to the delivery of contracted services to the community.
- 2.4. Provide direction, feedback and management to employees to ensure optimum delivery of services.
- 2.5. Manage individual performances and behaviour in a timely manner and in accordance with Council's policies and procedures.
- 2.6. Listen to and provide feedback to community members regarding service delivery and related issues.
- 2.7. Work with staff to address work related problems so that service delivery is of a high standard and meets Council and contractual requirements.
- 2.8. Complete performance reviews and training/development plans in a timely manner.
- 2.9. Liaise with Human Resources (HR) staff about providing necessary learning and development for Warruwi employees and succession planning.
- 2.10. Liaise with HR about any potential disciplinary matters to ensure correct approach and outcomes.
- 2.11. Ensure the financial and physical assets of Council, including plant, equipment, buildings and vehicles are managed effectively by following all legislative requirements and Council's policies and procedures.

## Key Responsibilities

### 3. Reports

- 3.1. Communicate with appropriate personnel about any community, delivery, staffing levels, performance or asset matters that impact work or service delivery.
- 3.2. Report on any damaged assets or need for replacements
- 3.3. Provide all required budget and other reports in a timely manner to the appropriate personnel.

### 4. Employee Responsibilities

- 4.1. Follow the requirements of your Contract of Employment.
- 4.2. Adhere to your position description, policies, procedures, processes and Code of Conduct when at work and when representing Council.
- 4.3. Follow all lawful instructions.
- 4.4. Seek help or support from the appropriate personnel when needed.

### 4. Work Health and Safety (WHS)

- 4.1 Follow all approved WHS practices and processes connected with your work and the work of team members.
- 4.2 Ensure you and your teams work safely, and in a way that your work does not cause real or potential harm to yourself, themselves or others.
- 4.3 Within your area of responsibility, ensure compliance with Council's Work Health and Safety policies and procedures including wearing the correct PPE and reporting any WHS incidents or breaches.
- 4.4 Work with Council's WHS Coordinator to ensure staff are meeting WHS and Council's safety and reporting requirements and best practices.

## Mandatory Criteria – The requirements that must be met before an individual can begin working in this role.

- Ochre Card or ability to meet the criteria for attaining one.
- Previous management experience and demonstrated ability to provide effective leadership and management in a dynamic, austere, and cross-cultural environment
- Proven skills in asset management, project management, provision of service delivery programmes, people management, budget creation and analysis, and business operations.
- Strong numeracy skills, attention to detail and accuracy.
- Proven competency in the use of information technology and Microsoft Office applications, especially Excel.
- Demonstrable ability to communicate (written and verbally) financial concepts and solutions.
- Organised approach to work and demonstrated ability to prioritise and meet deadlines.

## Essential Criteria – The requirements an employee must achieve during employment, because they are critical for the role.

- Willingness to work to Council's required policy, procedure and process standards.
- Proficiency in using Council's systems.
- Current Class 'C' NT Driver's Licence