

WEST ARNHEM

REGIONAL COUNCIL

POSITION DESCRIPTION

Position Title	Council Services Manager		
Location	Gunbalanya, Jabiru, Maningrida, Minjilang or Warruwi	Department	Community and Council Services
Position Level	Level 9	Work Group	Council Services
Position Type	Permanent / Full time	Approval Date	9 July 2026
Coverage	WARC Enterprise Agreement 2024	Approved By	CEO

Position Objective

To lead, manage and coordinate the day-to-day delivery of Council services within the community, ensuring the efficient, effective and compliant operation of community works, wellbeing, administration, trades and contract services. The position is responsible for building and leading productive teams, fostering positive stakeholder relationships, and ensuring services are delivered in line with Council objectives and community needs.

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 West Arnhem Regional Council's Regional Plan and relevant budgets.
2. Engage in professional and effective communications that foster positive relationships at all levels across the community, external stakeholders and Council staff.
3. 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.
4. 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.
5. Develop and implement project plans and provide strategic analysis on actions required to ensure business processes are effective and efficient.
6. Support Council representatives and senior management by providing a high level of professional administrative support and timely reporting.
7. Provide succinct positive input into the strategic planning, development, monitoring and delivery of services within the community.
8. 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.
9. 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.
10. With regard to work health and safety in the workplace:
 - a. fulfil Officer duties and responsibilities in accordance with relevant legislation;
 - 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 Manager Regional Council Services which are within the employee's skills, competence and training.

Essential Criteria

1. Previous management experience with the ability to lead and support a team in a fast-paced, remote and culturally diverse 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.

Essential Criteria

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	Manager Regional Council Services	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	Mayor Councillors 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	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment.		
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.