

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	General Manager Council Services	<b>Designation and Classification Level</b>	Executive Level - Contract
<b>Position No</b>	1004	<b>Division</b>	Community Services and Engagement
<b>Business Unit</b>	Municipal Services, Community Services, Community Safety, Indigenous Broadcasting, Centrelink, Animal Management	<b>Reports To</b>	Chief Executive Officer
<b>Location</b>	Katherine	<b>Date Created</b>	July 2022
2. POSITION CONTEXT			
<b>Position Summary/ Purpose</b>	<p>The General Manager Council Services is accountable to:</p> <ul style="list-style-type: none"> <li>• Develop a strong and cohesive social life through the delivery of Council services and allocate resources in a fair, socially inclusive and sustainable way;</li> <li>• Provide and coordinate services;</li> <li>• Encourage and develop initiatives for improving quality of life for constituents through service delivery and community engagement in the Roper Gulf Region.</li> <li>• To be responsive to the needs, interests and aspirations of individuals and groups with the Roper Gulf Region</li> <li>• Place a high value on the importance of service to the council's constituency</li> <li>• Seek to provide services and programs that are appropriate to the needs of the Roper Gulf Region and to ensure equitable access to its services, facilities and programs;</li> <li>• Provide strategic direction and management of the Community Services and Engagement division to ensure a high quality of service delivery with an open and engaging approach.</li> </ul>		
3. KEY RESPONSIBILITIES			
<b>1. Service Delivery, Planning and Monitoring</b>			
<ul style="list-style-type: none"> <li>• Create the division's Strategic Business Plan and Activity Plans in alignment with the Council's Strategic Plan and Annual Regional Plan.</li> <li>• Lead and direct the management of the division against approved Key Result Areas and Key Performance Indicators.</li> <li>• Lead and direct the management of Council's core services delivery.</li> <li>• Responsible for the delivery of the objectives, outputs and outcomes of contracts for: Crèche; Aged Care; NDIS; After School Hours Care; School Nutrition Programs; Community Night Patrol; Indigenous Sport and Recreation; Remote Sport and Recreation; Alcohol and Other Drugs; Indigenous Broadcasting; Libraries; Centrelink; Animal Management; and Youth Reconnect Program.</li> <li>• Establish and maintain positive and effective working relationships with government agency personnel and contract management teams.</li> <li>• Engage with local organisations for possible sub-contracting delivery of agency and core services.</li> <li>• Monitor and manage subcontractor performance against agreed KPIs and targets.</li> <li>• Achieve outcomes of all programs to sustain financial viability.</li> <li>• Review Council's Services portfolio annually and engage with constituents and stakeholders to ensure they meet the client's needs.</li> </ul>			

- Develop, implement and maintain activity and operational plans for each program.
- Review and approve standard operating procedures for each program.
- Prepare Council and management reports on relevant divisional issues and functions as required by legislation and Senior Management.
- Attend and report at Local Authority meetings.
- Submit reports to government agencies as required in accordance with the relevant performance management framework.
- Oversee the achievement and reporting of objectives, outcomes and outputs outlined in Council's strategic plan, regional plan, activity plans and funding agreements/ contracts.

## 2. Organisational Sustainability

- Lead and develop the annual budget for the Community Services and Engagement division.
- Ensure all programs and service operations are delivered within budget.
- Set targets that are consistent with achieving budgeted income and expenditure.
- Review financial performance indicators at least monthly.

## 3. Quality and Continuous Improvement

- Drive a positive team atmosphere that exemplifies the vision, mission, values and principles of the Council. Encourage staff to exceed expectations in their position of delivering effective and efficient services.
- Review the workforce capability within the divisions and ensure mentoring, training and skills development is delivered to budgeted levels.
- Set targets for management that achieve service delivery outcomes and obligations.

## 4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work-related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
  - Correct minor hazards as applicable.

## 4. SELECTION CRITERIA

### ESSENTIAL

1. Tertiary qualification in a related field and a minimum of five (5) years' management experience in a relevant senior executive role, preferably with a background in Local Government and community services in a remote location.
2. Demonstrated record of achievement in the delivery of remote community services and successful management of multi-million dollar government contracts or service delivery projects.

3. Demonstrated expertise, research skills and innovation to resolve complex and multi-faceted problems.
4. Demonstrated ability to develop and implement policies and legislative requirements into operations to make decisions and resolve issues.
5. Demonstrated ability to plan at a strategic level the supply and delivery of a range of services by a number of business units and locations.
6. Demonstrated high level work organisational skills to develop, manage, motivate and control work teams to achieve a diverse range of goals and objectives, providing effective leadership in a cross-cultural environment.
7. Excellent oral communication and negotiation skills with the ability to advocate the position of Council on difficult matters with key stakeholders and/or partners with demonstrated ability to write complex non-standard correspondence, reports, submissions and proposals that require original content.
8. Demonstrated financial management skills including: the ability to develop annual budgets; monitoring performance; analysing financial data; forecasting and projecting outcomes to ensure cost control is maintained.
9. Demonstrated ability to communicate effectively and sensitively with Indigenous people with experience or awareness of issues affecting people in remote Indigenous communities.
10. Demonstrated knowledge and competence to be a safety leader and maintain a safe workplace.

#### DESIRABLE

1. Post Graduate Qualification in a related discipline.

#### MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

#### TRAVEL REQUIREMENTS

This position is based in Katherine and you may be required to travel and work in remote communities, including overnight stays, in the Roper Gulf Regional Council area.

#### 5. ACKNOWLEDGEMENT

CHIEF EXECUTIVE OFFICER	<i>M. GARDNER</i>	Date Approved: <i>01.08.22</i>	Signature: 
Employee Name		Date:	Signature: