

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	Operations Manager Council Services	<b>Designation and Classification Level</b>	Level 9
<b>Position No</b>	2006	<b>Division</b>	Council Services & Community Engagement
<b>Business Unit</b>	Council Services	<b>Reports To</b>	General Manager Council Services & Community Engagement
<b>Location</b>	Katherine	<b>Date Created</b>	October 2022
2. POSITION CONTEXT			
<b>Position Summary/ Purpose</b>	This position will provide leadership, strategic direction and overall management of the operational aspects of core and non-core service delivery across Roper Gulf Regional Council's towns and communities by developing and implementing procedures and processes that will ensure efficiency, working closely with the senior management team to deliver council-wide strategic and operational objectives. This position will be expected to provide relief as required for community-based managers.		
3. KEY RESPONSIBILITIES			
<p><b>1. Service Delivery, Planning and Monitoring</b></p> <ul style="list-style-type: none"> <li>• Strategically and operationally manage a team of town and community-based Council Service Managers (CSM's) ensuring that all services, responsibilities, functions and programs are performed and executed in a professional, efficient and timely manner and in accordance with relevant legislation and Council's corporate, strategic and policy objectives.</li> <li>• Provide leadership through the effective use of Business Planning including focus on customer service, operational performance, risk management, asset management and continuous improvement.</li> <li>• Ensure compliance with all Council policies including the Employee Code of Conduct and behaviour at all times that supports the Council's values.</li> <li>• With the town and community-based managers develop budgets in line with Council's Strategic Plan and develop project plans, action plans and regular reporting, monitor performance against the adopted budget, identify variances, remedy or advice and recommend appropriate action.</li> <li>• Monitor the performance of each town and community-based team and provide regular performance reports and strategic advice as required to the Senior Management Team which may assist with the development of policies and procedural improvements on operational matters.</li> <li>• Lead and manage the town and community-based managers to develop and implement procedures, processes and action plans, and monitor and review on an annual basis.</li> <li>• Provide positive input to the strategic planning, development, monitoring and delivery of services within the town and communities.</li> <li>• Develop the team's resilience through effective mentoring, professional development, succession planning and the identification and nurturing of potential senior managers and leaders.</li> <li>• Be an active member of the Executive Management Team by contributing to and implementing the strategic direction of the Council.</li> <li>• Relieve on community for Community Services Managers (CSM) when on leave or when necessary.</li> <li>• Engage and partner with internal council departments to support delivery of council services</li> <li>• Other duties relevant to the council service delivery as required.</li> </ul> <p><b>2. Work Health and Safety (WHS)</b></p> <p>All Council staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• Undertake work in a manner that is not harmful to their health and safety or the health and safety of others</li> <li>• 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</li> <li>• Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements</li> </ul>			

- 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. Bachelor Degree or above in Business, Management, Community Services, Public Sector Management or similar, with a minimum of five (5) years' experience in a similar role.
2. Proven extensive experience and ability to provide high level leadership and management to service delivery teams and business operations in remote Aboriginal communities
3. Demonstrated ability to manage human, financial and physical resources, including the ability to lead, motivate and support staff to achieve outcomes and build effective teams and relationships.
4. Exceptional interpersonal, oral and writing skills including the ability to communicate with influence, consult with clients and organisations and build and sustain effective networks with a range of internal and external stakeholders.
5. Demonstrated ability to be progressive and innovative in a changing environment with the ability to resolve issues of potential conflict and to negotiate issues of service delivery and performance in delivering improved outcomes.
6. Demonstrated ability to communicate sensitively with Indigenous people along with an understanding of the issues affecting Indigenous people in remote locations.
7. Demonstrated ability to exercise discretion, strong professional judgement and political awareness in the provision of accurate and timely high-level strategic advice to senior management.
8. Demonstrated sound computer literacy skills, including experience with the effective use of various office applications.

##### DESIRABLE

1. Post Graduate Certificate or other relevant post graduate/tertiary qualifications in relation to Business Management, Operations Management, Human Resource Management, Financial Management, Training or similar.

##### 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

<b>GENERAL MANAGER</b>	David Hurst	<b>Date Approved:</b> 23/12/23	<b>Signature:</b> 
<b>Employee Name</b>		<b>Date:</b>	<b>Signature:</b>