

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Council Services Manager	Designation and Classification Level	Level 8
Position No		Division	Council Services and Community Engagement
Business Unit	Council Services	Reports To	Operations Manager
Location	Various	Date Created	October 2022
2. POSITION CONTEXT			
Position Summary/ Purpose	<p>The Council Services Manager (CSM) will contribute to provide high-quality services for communities in the Roper Gulf Region. Council Services Managers are responsible for managing the day to day operations of all Council services in their respective communities.</p> <p>This includes, but is not limited to, leading and directing employees through building and maintaining productive teams and positive relationships with internal and external stakeholders. Council Services Managers will direct, oversee and monitor the delivery of municipal services, community safety, aged care and disability services, youth and recreation services, administration services, and contracts.</p>		
3. KEY RESPONSIBILITIES			
<p>1. Strategic Unit Management</p> <ul style="list-style-type: none"> • Provide regular advice to the Operations Manager and General Manager Council Services and Community Engagement regarding matters relating to Council's Strategic and Operational Plans. • Provide succinct positive input into the strategic planning, development, monitoring and delivery of services within the community; <p>2. Business Unit Management</p> <ul style="list-style-type: none"> • Manage the day to day operations of the Council's infrastructure and services within a community in accordance with contractual arrangements, the RGRC Strategic and operational plans, operational standards/key performance indicators and relevant budgets. • 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. • Develop and implement operational and project plans and provide strategic analysis on actions required to ensure business processes are effective and efficient. • Support Council representatives and senior management by providing a high level of professional administrative support and timely reporting. • Monitor, direct and ensure all Local Government services and programs are conducted in accordance with statutory requirements, RGRC policies and procedures, budgets and funding guidelines and best practices. • Provide management and direction to employees including coordination of workflow, performance management and identification of professional development opportunities that is aligned to the needs of Council. <p>3. Teamwork</p> <ul style="list-style-type: none"> • Oversee the performance of your team and 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. • Develop a team approach to problem solving and encourage innovative practice. • Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and Roper Gulf Regional Council staff. • Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation. <p>4. General Responsibilities</p> <ul style="list-style-type: none"> • Display and uphold the Roper Gulf Regional Council core values and comply with the Code of Conduct and all other relevant policies and procedures. 			

- Manage all Corporate Records in accordance with required procedures.
- Lead the team in ensuring compliance with the Roper Gulf Regional Council Customer Service directive
- Organise and actively participate in all Local Authority (LA) meetings
- Lead the team in ensuring community amenity. This includes but is not restricted to, litter control, roads maintenance, parks and gardens maintenance and the presentation of council assets to a high standard.
- Where applicable provide contract management and Governance support to our sub contract partners in smaller communities.
- Other duties, consistent with skills and experience, and as directed by the Operations Manager Council Services.

5. 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 qualifications minimum to a Diploma in Local Government, Certificate III in Rural Management or equivalent.
2. A minimum of 5 years previous management experience, with a minimum of 2 years management experience in a Remote Aboriginal Community.
3. Exceptional interpersonal skills with the ability to work with a diverse range of internal, external and community stakeholders, including employee management.
4. Sound understanding of the issues affecting Indigenous communities in remote locations and cultural awareness.
5. Demonstrated ability to provide effective leadership in a dynamic, remote and cross-cultural environment.
6. Demonstrated skills in asset and project management, provision of service delivery programmes, people management, budget analysis and business operations.
7. Proven ability to undertake multiple tasks simultaneously and effectively manage workloads to meet critical timeframes.
8. Well-developed oral and written communication skills that enables a balanced and considerate approach to sensitive issues.
9. Certificate in management, building, maintenance, rural management, project management, local government or ability to study/train and obtain.

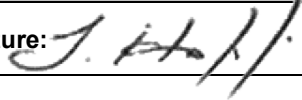
DESIRABLE

1. Experience in Local government, or related experience.
2. Current First Aid qualifications, or willingness to obtain.
3. Current Northern Territory MR or HR Class Drivers Licence.

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" and "LR" 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.

5. ACKNOWLEDGEMENT

GENERAL MANAGER	Tony Hopp	Date Approved: December 2025	Signature: 
Employee Name		Date:	Signature: