

POSITION DESCRIPTION

Community Service Manager

Position	Community Service Manager
Classification Level	Common Law Contract
Location	Wadeye
Reports to	Chief Operations Officer

ORGANISATION

Located within the Top End of the Northern Territory, the West Daly Regional Council (WDRC) covers 14,000 square kilometres and has a population of more than 3700 residents throughout the communities of Wadeye, Nganmarriyanga and Peppimenarti as well as the surrounding 33 homelands, a number of which are serviced by Council. Wadeye is the largest remote community and the fifth largest town in the Northern Territory.

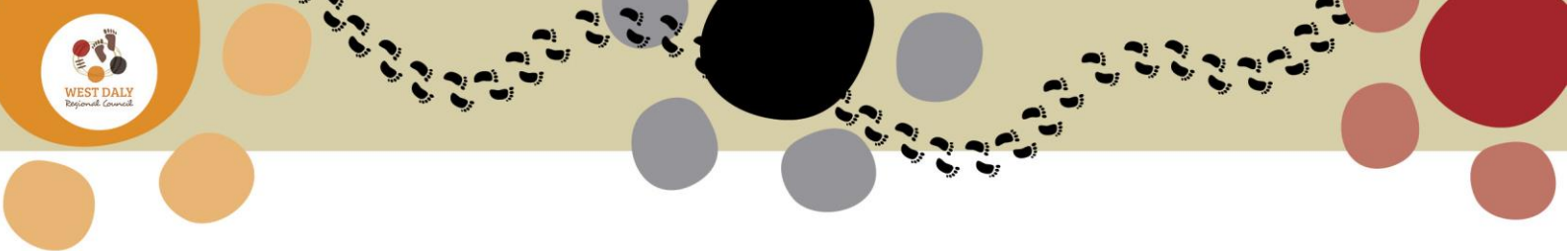
A young and vibrant Regional Council, our vision is to deliver quality services and support development opportunities, including local jobs for local people, along with implementing a range of strategies that will help shape a prosperous and sustainable future for the region.

The council’s long-term goals are to:

- Provide good governance, leadership and advocacy
- Provide local employment and strong regional economy
- Provide high quality services within financial resources available
- Maintain and develop council’s assets, natural resources and country
- Ensure Strong, safe and healthy communities that respect culture, heritage and change

ATTRIBUTES

- Service** Work performed is of the highest quality, innovative and solutions focused.
- Ethical** Applies the highest standards of integrity and ethical conduct.
- Attitude** Demonstrates a positive approach, appropriate behaviors and teamwork.
- Discretion** Makes appropriate decisions, sound judgements and communicates effectively.
- Safe** Work practices performed apply and promote Work Health Safety standards.



POSITION

This position is primarily responsible for managing the day to day Council service delivery operations in the community under direction of the Chief Operations Officer and to contribute to implementing the strategic direction of the West Daly Regional Council.

ROLE RELATIONSHIPS

Internal	External
Chief Operations Officer	Government Representatives
Executive team	Local Authorities and other Community Agencies
All Council Staff	Consultants

DUTIES

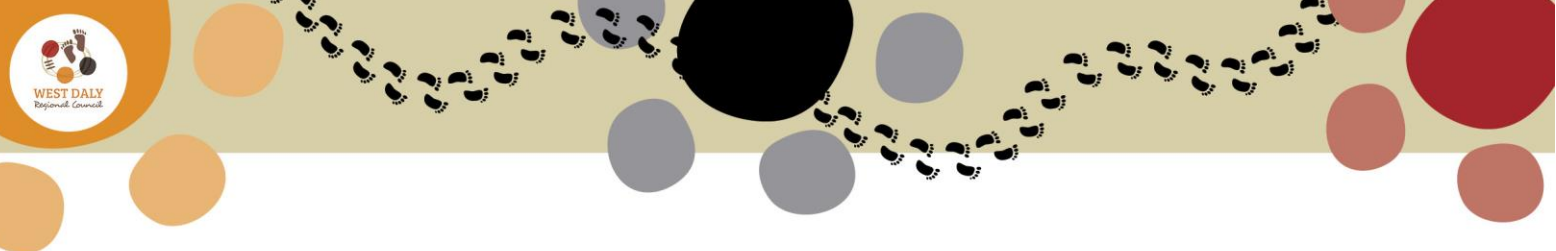
Primary Tasks

- Direct, oversee and monitor all Council core services, programs and minor projects in the community.
- Manage all Council assets on the community including plant equipment, buildings and vehicles, ensuring transport routes and airstrips are operational when possible.
- Develop, support and maintain effective consultant links with the local authority and relevant community and government agencies and direct agency staff as required.
- Supervise and monitor staff in a cross cultural environment with specific reference to developing the capacity of local aboriginal people.
- Maintain a safe working environment and ensure Occupational Health & Safety regulations are adhere to including the responsibility of emergency management outlined in the Regional Disaster Plan.
- Ensure the policies and procedures of the Council are adhered to and all resources effectively deployed.
- Other duties as directed by the Chief Operations Officer.

RESPONSIBILITY/ACCOUNTABILITY

Teamwork

- 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 WDRC personnel.
- Support a collaborative culture with internal and external stakeholders and motivate team members by inculcating a dynamic working environment that nurtures innovation.



Work Health & Safety

- Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.
- Contribute to organisational continuous quality improvement and internal reporting to the WHS Officer.
- Take reasonable care to protect the health and safety of staff and others.
- Actively participate in safety improvement activities.

General

- Comply with the WDRC 'Code of Conduct' and all other policies and procedures adopted by WDRC as varied from time to time.
- Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
- Other duties, consistent with skills and experience, as directed by the Chief Operations Officer.

SELECTION CRITERIA

Essential Qualifications & Experience

- Demonstrated experience in managing a range of service delivery activities and programs in a collaborative manner.
- Demonstrated ability to lead, manage and develop staff from a range of backgrounds and in a cultural context.
- Proven ability to motivate and manage teams to deliver outputs and achieve outcomes.
- Excellent organisational skills with the ability to set priorities and meet deadlines.
- Well developed oral and written communication skills including the ability to:
 - consult and negotiate sensitively and effectively with Aboriginal people;
 - produce clear and sound based reports in a timely manner;
 - liaise effectively with a variety of stakeholders and resolve conflict.
- Strategic and decision making skills with an analytical and innovative approach to problem solving.
- Understanding of business and financial planning principles and practices.
- Sound knowledge of the principles of Work Health & Safety.
- A current driver's licence.
- An appropriate qualification or relevant experience.
- Any additional tasks as requested by the Chief Operations Officer.
- Sound computer skills with knowledge of Microsoft Office.

Knowledge, Skills & Abilities

- Previous experience in similar role within Local Government.
- Thorough understanding of the Local Government Act.
- An appropriate qualification or experience or a willingness to undergo appropriate training.



APPROVAL

Matthew Eastham

Dated: 10 – March - 2022

Matthew Eastham
Chief Executive Officer

Created	March 2022
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Version	2.0
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