

## POSITION DESCRIPTION

# Technical Services Manager

Position	Technical Services Manager
Classification Level	Common Law Contract
Location	Darwin
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, Palumpa 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.

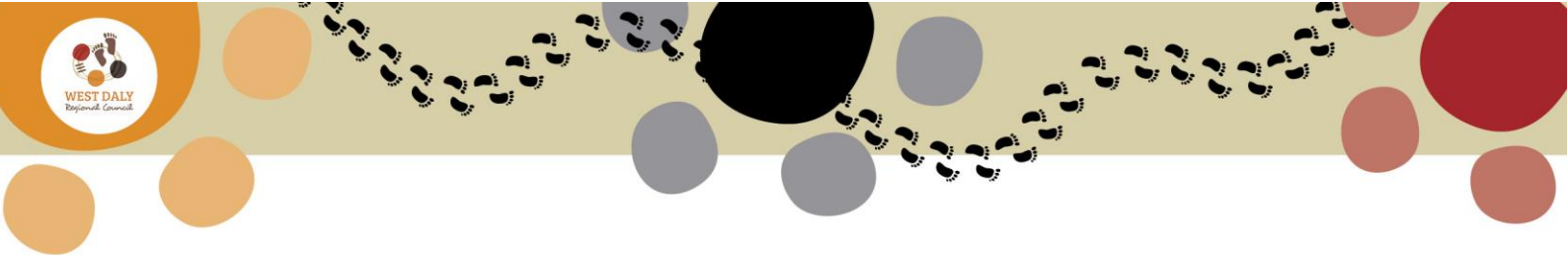
A young and vibrant Regional Council, our vision is to deliver quality services and support development opportunities, including local jobs for local people, along with implementing a range of strategies that will help shape a prosperous and sustainable future for the region.

### 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

The Technical Service Manager (TSM) will provide strategic advice to the Chief Operating Officer (COO) regarding infrastructure and technical services matters in relation to Council's Strategic and Operational Plans.

## ROLE RELATIONSHIPS

### Internal

Executive  
Chief Operations Officer  
Regional Service Manager-Trades and Works  
  
Community Service Managers  
Homelands Manager

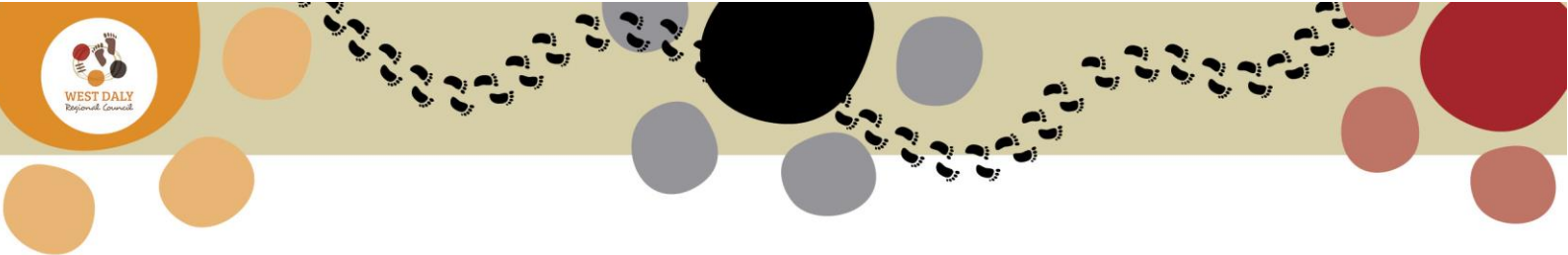
### External

Community organisation representatives  
Community members  
Department of Infrastructure, Planning and Logistics (DIPL)  
Local Government Australia Northern Territory (LGANT)  
Northern Land Council (NLC)

## DUTIES

### Primary Tasks

- Reporting to the COO and providing advice and coordination to the Service Delivery Division the Technical Services Manager will possess the skills and abilities to undertake a high level of administrative and technical expertise in:
  - Fleet and Asset management
  - Project Management and contract administration
  - Council Service Programs
  - Clearly and succinctly conveying ideas or information
  - Display well-developed internal and external stakeholder liaison skills.
- Provision of specialist technical advice for Councils resources across Divisions
- Review contract documentation as well as technical specifications for various maintenance and capital projects and effective contract administration
- Oversee the management of a range of Council services programs including Roads management, Waste management, Cemetery management, Aerodrome management
- Ensure Council's infrastructure and assets are maintained to the required service levels within annual budgets and long term financial plan
- Work with other teams and provide input into future infrastructure development
- Oversee risk management strategies related to infrastructure projects
- Manage the Council's plant and motor vehicle assets and their replacement in accordance with policy, budget and future works demands
- Develop, recommend and implement forward capital works
- Management of project delivery
- Reporting on project status and oversight of scope management
- Leadership and management of dependencies associated with Councils Program of Works and Service level Guidelines
- Key stakeholder engagement and liaison with external agencies (such as LGANT, DIPL and NLC);



- Review contract documentation as well as technical specifications for various maintenance and capital projects and effective contract administration
- Manage and produce tenders for new and existing works, write Council reports, prepare financial returns and acquittals and meet all legislative requirements
- Developing budgets, policies and procedures within the portfolio in consultation with the COO
- Act in the COO role in periods of COO absence
- Regular travel to Community to oversee and facilitate works programs and project delivery

## RESPONSIBILITY/ACCOUNTABILITY

### Teamwork

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- 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

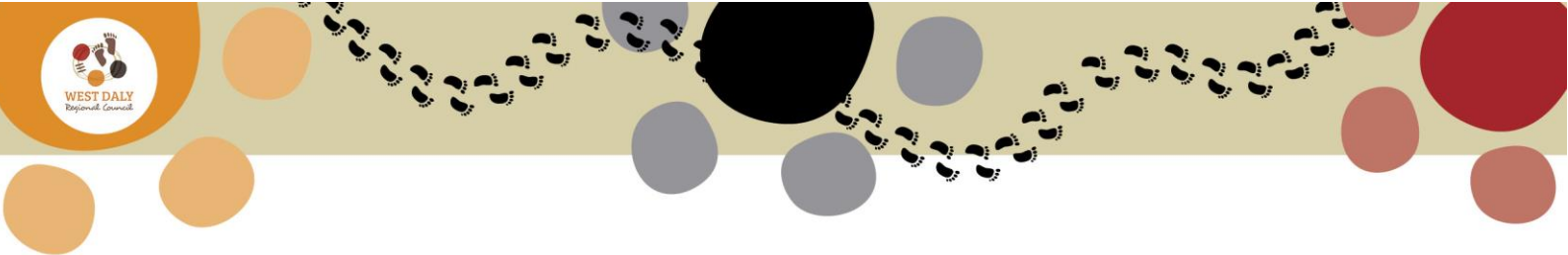
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- Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.
- Contribute to organisational continuous quality improvement and internal reporting to the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

### General

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- 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 COO.



## SELECTION CRITERIA

### Essential Qualifications & Experience

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- Appropriate tertiary and post tertiary qualifications in Engineering, Design, Construction, Business or equivalent industry experience and knowledge.
- Demonstrated senior experience in asset management, project management and contract administration (preferably in local government).
- Demonstrated experience managing Territory and Commonwealth funded capital works grants.
- Evidence of leadership in managing a diverse portfolio including professional , qualified and unqualified staff with a demonstrated commitment to the principals of equity, diversity and WHS
- Ability to develop and implement plans with strategic direction
- Demonstrated excellent oral. Written and interpersonal communication skills including excellent negotiation, conflict resolution skills and the capacity to build and maintain positive relationships with skate holders and staff.
- Proven experience in developing and implementing strategic maintenance plans across Councils key operations and assets.
- Proven experience in project management, major capital works programs and delivering within policy guidelines and budgetary expectations
- Demonstrated ability to provide advice, policy development and decision making support to Council and the COO.

### Knowledge, Skills & Abilities

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- Demonstrated ability to lead, manage and develop staff from a range of backgrounds and in a cultural context.
- Well-developed oral and written communication skills including the ability to:
  - o appreciation of the issues affecting Indigenous communities in remote locations and cultural awareness; and
  - o consult and negotiate sensitively and effectively with Indigenous people.
- Strategic and decision-making skills with an analytical and innovative approach to problem solving.
- Ability to liaise with a broad range of stakeholders including an ability to communicate sensitively and effectively with Indigenous people.
- Proven capacity to maintain a high degree of discretion and exercise sound judgement in dealing with sensitive and confidential matters.
- Highly proficient computer skills including experience in the Microsoft suite, internet, and e-mail.
- Ability to work autonomously and as a team member.
- Ability to use initiative and judgement combined with excellent problem-solving skills.
- Sound knowledge of the Environment, Work Health and Safety, Local Government legislation and other relevant Acts and/or Standards
- Current Northern Territory Driver's License.
- National Criminal History Check clearance.
- Current Working with Vulnerable Persons (children)/Ochre Card



## APPROVAL

*Matthew Eastham*

Matthew Eastham  
**Chief Executive Officer**

Dated: 11 April 2022

Created	April 2022
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