



## POSITION DESCRIPTION

# Chief Operations Officer

<b>Position</b>	Chief Operations Officer
<b>Employment</b>	Common Law Contract
<b>Location</b>	Darwin/West Daly Regional Communities
<b>Reports to</b>	Chief Executive Officer

## ORGANISATION

Located within the Top End of the Northern Territory, the West Daly Regional Council (Council) 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, 14 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 Chief Operations Officer (COO) will provide leadership of the service delivery operations of the Council across the regional communities through the accountability of the Community Services Managers. The Community Service Managers will provide strong leadership and day to day management to deliver Council's Services to the community in an effective, efficient and customer service manner, instilling a sense of professional, positivity, purpose and responsibility.

Functional responsibilities of the COO include:

- Community Night Patrol
- Civil Services
- Waste & Recycling
- Homelands
- Cleaning
- Pool
- Library
- Facilities – operational
- WH&S - operational
- Regional Planning
- Facilities & Asset Management

## ROLE RELATIONSHIPS

### Direct Reports

Community Services Manager (x3)  
Community Night Patrol Manager  
Homelands Coordinator

### Indirect Reports

Community Night Patrol Team Leader, Community Night Patrol Officers  
Civil Services Supervisor (x3), Civil Labourers, Homeland Coordinator and Support Officers  
Cleaners, Carpenters, Trades Assistants,  
Administration Officer, Centrelink Officer, Library Officer, Community Services Officer, Community Bus Driver

Internal	External
Chief Executive Officer (CEO)	NT Government
Executive Leadership Team (ELT)	LGANT
EA to CEO	Consultants and External Contractors
Administration Coordinator	Elected Members
Direct Reports and All Council Staff	Community Organisations



## DUTIES

### Primary Tasks

- Work collaboratively with the Executive as part of the ELT.
- Advise the Executive on the efficiency and effectiveness of local council services and programs within the West Daly Regional Council (Council) communities.
- Actively contribute to the strategy, direction, operation, analysis and evaluation of the Council.
- Manage and report risk related issues (and solutions) to the Executive.
- Provide strategic leadership to the continual improvement of operations for the Council ensuring business processes are effective and efficient and enable the highest possible levels of quality service to the communities.
- Monitor and direct the implementation of strategic and regional business plans; oversee services and track progress to ensure the smooth and efficient running of the regional plans.
- Lead the development of local strategic relationships for the Council with external organisations to enable the development and delivery of effective outcomes through collaborative efforts.
- Take immediate and well thought out remedial action to resolve service delivery issues.
- Responsibility to create and foster effective relationships within Council, particularly at an Executive level and for the areas of accountability.
- Responsibility for the financial and commercial performance of Council within the communities.
- Take responsibility for the risk and reputation of Council within the communities.
- Actively seek and report on methods of improving systems of work to ensure continuous improvement.
- Supervise employees within the team including coordination of workflow, performance management and identification of training and development needs.
- Work with the Chief Performance and Capability Officer (CPCO) to resolve any inappropriate workplace behaviour matters and ensure employees are provided with training, education and upskilling.
- Ensure timely feedback to staff on performance management and/or workplace behaviours issues.
- Prepare agenda items and reports for Council and Committee meetings and attend meetings as required.
- Provide appropriate recognition which reflects the contribution of staff who have the required skills and motivation to do the job.
- Strongly support a collaborative workplace culture, motivate and challenge Community Services Managers to work as part of dynamic teams to achieve benefits for the organisation and local communities.
- Provide recommendations to the Executive on changes to policies and procedures to enhance local service delivery.
- Comply with all relevant legislation (including WHS legislation).
- Work with the CPCO and the HS&R Officer to develop, implement and adhere to WH&S and Employee Wellbeing legislation and initiatives.
- Take reasonable care to protect the health and safety of staff and others.
- Ensure the correct application and utilisation of all equipment provided within Community (for health, safety and wellbeing purposes).
- Actively participate in safety improvement activities.
- Comply with the Council's Code of Conduct and all other policies and procedures adopted by the Council as varied from time to time.
- Manage all Council Records and documentation in accordance with required procedures.
- Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits; and
- Other duties and projects commensurate with skills and experience, as directed by the CEO.



## 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 Council 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.
- Take reasonable care to protect the health and safety of staff and others.
- Actively participate in safety improvement activities.

### General

- During any periods of CEO absence, the COO is the nominated and appointed Deputy CEO, and therefore will act as the CEO and exercise all powers under the Act and all policies of Council.
- Comply with the Council 'Code of Conduct' and all other policies and procedures adopted by Council 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 CEO.

## SELECTION CRITERIA

### Essential Qualifications & Experience

- A Bachelor Degree in business or economics (or similar extensive relevant experience in a senior management position).
- Demonstrated commercial and financial acumen, and business skills in the management of budgets, business plans and analysing risk.
- Demonstrated capacity to lead and inspire a diverse workforce to improve organisational efficiency, competent strategic planning and business development.
- Demonstrated knowledge of applicable legislation, standards and compliance.
- Ability to provide effective leadership and management at a senior level.
- Demonstrated experience defining and communicating work targets and priorities and ensuring work outputs in accordance with performance standards.
- Demonstrated commitment to Equal Employment Opportunity, Occupational Health and Safety and Cultural Diversity principles.
- Experience working in remote community.
- Current Northern Territory Driver's Licence.
- National Criminal History Check clearance.
- Current Working with Children/Ochre Card.



## Knowledge, Skills & Abilities

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- High-level analytical, conceptual, change management and skills.
- Demonstrated ability to foster a creative and dynamic environment that facilitates innovative problem solving and drives efficiencies, and a high-performance culture in service delivery.
- Sound interpersonal and conflict resolution skills with demonstrated experience in the effective supervision of staff including planning, scheduling, coordination, monitoring, resource allocation and administration.
- Proven ability to problem-solve and identify appropriate solutions.
- Ability to work in remote community for extended periods and to have a regular presence in community.
- Highly developed written and oral communication skills.
- Ability to lead employees within a multi-disciplinary team.
- Well-developed interpersonal, negotiation and conflict resolution skills.

## APPROVAL

*Matthew Eastham*

Matthew Eastham ASM  
**Chief Executive Officer**

Dated: 19<sup>th</sup> May 2021

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Created	19 <sup>th</sup> May 2021
Version	1.2