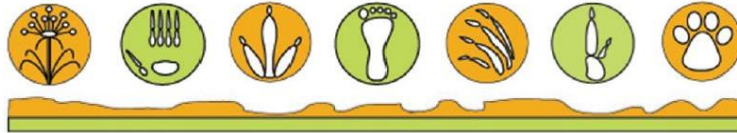


BARKLY REGIONAL COUNCIL



Council Services Manager – Elliott (CSM004)

1. Position Objectives

The position of Council Services Manager - Elliott leads and manages a team of community and program staff to deliver all the Council services in your area, ensuring well-presented, well-maintained, and healthy communities.

The role is responsible for providing leadership, management, and supervision of daily community programs and services. This position manages the delivery of community administration, supervision, and delivery of municipal services, as well as agency and contracted services in the community. The role also has an important community engagement responsibility acting as Secretariat for a Local Authority and engaging with all community stakeholders.

This position is located on the community of Elliott. As the position holder you will be required to live and work in the community of Elliott. A requirement of this position is that the position holder is competent to travel in remote locations, often dirt roads, within the Barkly Regional Council area.

2. Our Vision, Purpose and Values

VISION

"We will strive to be innovative and sustainable Council that listens to our communities and empowers future generations of the Barkly".

PURPOSE

"Our commitment is to serve and support our communities by delivering strong local leadership, purposeful advocacy, and impactful services".

VALUES

- | | |
|------------------------|--|
| Integrity: | Upholding honesty and transparency in everything we do. |
| Diversity: | Embracing and celebrating the unique identities, traditions, and strengths of every community. |
| Empathy: | Understanding and valuing the needs and experiences of others. |
| Accountability: | Taking ownership of our actions through commitment to BRC and our communities. |
| Service: | Dedicating ourselves to excellence, putting people first, and creating a positive impact. |

3. Key Responsibilities

Leadership and People Management

- Supervise, lead, and support municipal and operational staff across the community.
- Implement, organise, and actively participate in training and development programs for staff.
- Conduct bi-annual performance planning, reviews, and development discussions with team members.

- Develop staff rosters and daily run sheets to ensure effective service delivery.
- Promote a positive team culture that values collaboration, communication, and high performance.
- Oversee staff well-being and foster a safe and respectful workplace in line with Council values.
- Ensure all staff positions are appropriately filled, with a strong focus on local employment and capacity-building.

Operational Management

- Develop, implement, and maintain a comprehensive works program for the municipal team, ensuring high-quality outcomes.
- Ensure all public spaces are clean, tidy, and well-presented, including lawns, gardens, and communal areas.
- Ensure Council offices are operational and appropriately staffed in accordance with Council policy and contractual obligations.
- Oversee the maintenance and safety of Council infrastructure, including plant, vehicles, and equipment.
- Manage and monitor municipal service delivery including waste management, infrastructure maintenance (e.g., fences, buildings, dumps, sewerage), and airstrip maintenance in accordance with relevant contracts.
- Plan and coordinate support for community events such as NAIDOC Week and local sports carnivals.

Strategic and Governance Support

- Contribute to the development of Council's Regional Plan and other strategic documents through community-based strategies and initiatives.
- Provide governance and administrative support to Local Authority meetings, ensuring timely preparation of agendas, minutes, and reports for the Chief Operating Officer.
- Support quorum achievement and active participation at Local Authority meetings.
- Make recommendations to the Chief Operating Officer regarding capital works and infrastructure investment.
- Collect and report on service delivery data and outcomes to support decision-making and accountability.

Financial Management

- Participate in the preparation and management of the annual community budget.
- Monitor expenditure to ensure compliance with financial and procurement policies and ensure cost-effective service delivery.
- Accurately manage payroll submissions, purchase orders, and financial records relevant to the operational area.

Stakeholder Engagement

- Act as the key liaison between the community, Council departments, and external agencies to address local issues and enhance service delivery.
- Facilitate effective communication with internal stakeholders and community members to support transparent and inclusive decision-making.
- Support the Human Resources (HR) team with investigations into breaches of policies and ensure adherence to Human Resources (HR) and confidentiality protocols.

Other

- You will be required to perform your duties in Elliott or elsewhere within the Barkly Regional Council authority area as reasonably directed by Council.
- Ensure that the highest professional standards and Barkly Regional Council values are upheld at all times.
- Demonstrate commitment and enthusiasm to promote the principle of Diversity, Equity, Inclusion, and Belonging (DEIB) in employment and service delivery.
- Work safely and promote a safe working environment in accordance with Work Health Safety (WHS) legislation and Barkly Regional Council's policies and procedures.
- The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the Barkly Regional Council. The position holder will be expected to undertake other duties as appropriate to the position classification and as requested by his/her/their manager.

4. Key Accountabilities

- Provide clear expectations and directions to the team, monitor progress and results, provide feedback and guidance, and address any concerns that arise.
- Stay informed of the team's performance indicators and use data-driven insights to identify areas for improvement.
- Maintain a culture of trust, open communication, and teamwork within the team to ensure accountability and success.
- Work collaboratively with other departments, including Human Resources (HR), to ensure that the team has the resources, tools, and support necessary for success.
- Stay connected to the broader organisation and provide regular updates on team performance and progress, including challenges and opportunities for improvement.
- Contribute to the effective implementation and achievement of the objectives outlined in the Regional Plan.

5. Organisational Relationship

Position Title: Council Services Manager – Elliott (CSM004)

Reports to: Regional Manager Operations (RMO001)

Department: Operational Services

Supervises: Works Supervisor - Elliott
Customer Service Officers – Elliott

Internal Liaison: Chief Executive Officer
Chief Operating Officer
Regional Manager Operations
Works Supervisor – Elliott
Municipal Workers – Elliott
Customer Service Officers – Elliott
Other Council Staff

External Liaison: Suppliers

Contractors

Government and Non-Government Departments, Organisations and Representatives

Elders and Local Authority Members

Rate Payers, Residents, and Visitors

6. Wages and Allowances

Classification:	Above EBA Award Agreement Classification <i>Barkly Regional Council Enterprise Agreement 2024</i>
Status:	Full-Time Permanent (38 hours per week)
Annual Salary:	\$123,460.48 (\$4,748.48 gross per fortnight)
SCG:	12%

7. Knowledge and Skills

Organisational:

- Knowledge and understanding of Aboriginal Culture.
- High level of tact, diplomacy, and confidentiality.
- Excellent time management and organisational skills.
- Demonstrated ability to work within a team environment, participate in activities as a team member and support other staff members as required.
- The ability to cope with high volumes of work, set and meet deadlines and determine priorities.

Interpersonal:

- Proven ability to successfully interact with people at all levels.
- Strong negotiation and communication skills at senior management levels.
- Strong stakeholder engagement and management skills.
- Ability to source cooperation and assistance from other staff and management to achieve position objectives.

Change Management:

- Ability to recognise issues and use initiative to identify and discuss proposed solutions.
- Ability to promptly respond to changed circumstances and make sound decisions to ensure the ongoing efficient and effective delivery of key deliverables within the role in the best interests of the Barkly Regional Council.
- Ensure compliance with and adherence to all legislative requirements and best practices at all times.

Commitment, Attitude, and Application to Duties:

- Provide courteous and prompt attention to requests for information.
- Demonstration of a positive and proactive attitude with strong initiative.
- Promote Barkly Regional Council in a positive manner at all times.
- Promote and encourage continuous quality improvement strategies for the delivery of accurate and timely documentation.
- Take responsible care to ensure one's own safety at work and that of other staff within the workplace.

8. Essential Criteria – Qualifications, Skills, and Experience

1. Strong interpersonal skills with excellent written and verbal communication abilities.
2. Proven facilitation, mediation, negotiation, and leadership skills, with the ability to engage effectively across all staff levels in a cross-cultural environment.
3. Demonstrated experience in managing diverse teams, with the ability to mentor, develop, support, and motivate staff in a dynamic and evolving work environment.
4. Sound understanding of Human Resource (HR) Management principles and workplace policies.
5. Proven ability to implement Municipal Services and community programs within culturally diverse settings.
6. Ability to interpret and apply Local Government legislation, regulations, and relevant policies.
7. Demonstrated capacity to lead and develop a high-performing, multidisciplinary team.

9. Desirable Criteria – Qualifications, Skills and Experience

1. Sound knowledge and understanding of financial budgeting and reporting, in accordance with approved budgets.
2. Knowledge of the Barkly region, including cultural awareness and the ability to engage respectfully with Aboriginal communities.
3. Previous experience working in Local Government.

10. Compliance, Training and Development

Mandatory

- National Criminal History Check
- Working with Children Clearance (Ochre Card – Northern Territory)
- CPCWHS1001 Work Safely in the Construction Industry (White Card)
- Driver's Licence
- Diploma level qualification and/or trade qualification, and/or equivalent experience in a related field

Desirable

- Corporate Induction
- Site Induction
- Work Health and Safety (WHS) Induction
- VTP414 4WD Operations on Unsealed Roads Course

11. Certification

The details contained in this document are an accurate statement of the responsibilities, accountabilities, and other requirements of the position.



Susan Steele
Acting Chief Executive Officer

11 / 11 / 2025

Date

12. Acceptance

I, _____, have read and understood the requirements of this position and hereby agree to the responsibilities as outlined above.

Signature

____/____/____
Date