

BARKLY REGIONAL COUNCIL



Relief Council Services Manager (CSM007)

1. Position Objectives

The position of Relief Council Services Manager leads and manages a team of community and program staff to deliver all 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.

A core requirement of this role is the capacity and willingness to regularly travel across multiple remote Barkly communities, including extended periods of being based in various communities to provide leave coverage for Council Services Managers. Travel is central to the effective delivery of relief services, ensuring continuity of leadership and responsiveness to the needs of diverse communities across the region.

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

- I**ntegrity: Upholding honesty and transparency in everything we do.
- D**iversity: Embracing and celebrating the unique identities, traditions, and strengths of every community.
- E**mpathy: Understanding and valuing the needs and experiences of others.
- A**ccountability: Taking ownership of our actions through commitment to BRC and our communities.
- S**ervice: Dedicating ourselves to excellence, putting people first, and creating a positive impact.

3. Key Responsibilities

Leadership

- Supervise, lead, and support staff.
- Implement, organise, and participate in the training and development of staff.
- Develop rosters and daily run sheets for programs and staff.

- Develop, implement, and maintain a works program for the community municipal team ensuring they are delivered to a high standard.
- Undertake by-annual performance planning review and development with staff.

Operations

- Ensure all public areas to be kept clear of rubbish and public lawns and gardens to be well presented.
- Ensure Council Offices are open and staffed according to policy and contractual obligations.
- Ensure all staff positions are filled with an emphasis on providing local employment opportunities.
- Work with appropriate authorities to ensure adequate planning and response planning to emergencies as they may arise.
- All public areas to be kept clear of rubbish and public lawns and gardens to be well presented.
- Ensure all Council infrastructure, plant, vehicle and equipment are adequately maintained and safe to use.
- Plan, prepare and provide venue and administration assistance to the Local Authority. Ensure reports on the activities of the Local Authority Agenda and Minutes are reported to the Chief Operations Officer in a timely manner.
- Make recommendations to the Chief Operational Officer on capital requirements for the community.
- Provide support for community events including NAIDOC and sports carnivals.
- Maintain infrastructure in the community e.g. fences, dumps, septic and sewerage, buildings, and associated infrastructure.
- Manage contracts for maintenance of airstrips as required and in accordance with contract requirements.

Strategy

- Proactively contribute to the development of the Regional Plan and other documents, by developing strategies and initiatives.
- Provide support and guidance for the Local Authority and strive to ensure quorum at the scheduled Local Authority meetings.
- In conjunction with the HR Department, investigate breaches of the code of conduct and other legislative requirements and HR policies and procedures and at all times ensuring adherence to the Confidentiality Policy.
- Collect statistics and data on program and service delivery with a view to reporting these outcomes to Council through the Chief Operations Officer.
- Routinely prepare reports, correspondence, business cases, and corporate documents.

Financial Sustainability

- Participate in the development of the annual community budget.
- Achieve the annual community budget.
- Monitor the allocated budget and ensure adherence to financial and procurement policies e.g. payroll and purchase orders.

Stakeholder Relationships and Consultation

- Consult and communicate with internal and external stakeholders to assist with addressing particular issues and needs.

- With Council support help to Provide Governance support to the Local Authority.

People Management

- Effectively lead, motivate, and develop employees within your operational area to achieve the company's goals.
- Be responsible for overseeing the performance, development, and well-being of all employees within your operational area.
- Foster a culture of collaboration, teamwork, and communication within your operational area.

Other

- Undertake regular and extensive travel across Barkly communities to provide on-the-ground relief leadership, continuity of council services, and direct engagement with local stakeholders. This includes overnight stays and extended periods in remote locations as operationally required.
- 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, 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:	Relief Council Service Manager (CSM007)
Reports to:	Regional Operations Manager (RMO001)
Department:	Operational Services
Supervises:	Works Supervisors Municipal Workers Customer Service Officers

Internal Liaison:	Chief Executive Officer
	Chief Operations Officer
	Regional Operations Manager
	Work Supervisors
	Municipal Workers
	Customer Service Officers
	Other Council Staff
External Liaison:	Suppliers
	Government and Non-government Departments
	Local Authority Members
	Local Councils
	Contractors
	Rate Payers, Residents, and Visitors

6. Wages and Allowances

Classification:	Salary - Above EBA Award Classification <i>Barkly Regional Council Enterprise Agreement 2024</i>
Status:	Full-Time Permanent (38 hours per week)
Annual Salary:	\$130,000 base salary per annum (\$5,000.00 gross per fortnight) Which includes \$9,500.00 travel allowance that recognises and compensates for the requirement to undertake regular and extended periods of travel across Barkly communities
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. Capabilities to lead, develop, coach, mentor, and multi-disciplined, cohesive, high-performance team capable of exceeding.
2. An understanding of Human Resource Management and Industrial Relations practices and policies relevant to the workplace.
3. Demonstrated ability to successfully implement Municipal Services and programs in communities with a range of different cultural backgrounds.
4. Understanding, or the ability to quickly interpret, relevant Local Government and other relevant legislation, and policies.
5. Sound knowledge and understanding of financial budgeting and reporting, in accordance with approved budgets.

9. Desirable Criteria – Qualifications, Skills and Experience

1. Certificate IV in Training and Assessment.
2. Diploma in Management, Business, Community Services, or relevant award
3. Knowledge of the Barkly region, including cultural awareness and the ability to engage respectfully with Aboriginal communities.
4. Previous experience working in Local Government.

10. Compliance, Training and Development

Mandatory

- Driver's Licence
- National Criminal History Check
- Working with Children Clearance (Ochre Card – Northern Territory)
- CPCWHS1001 Work Safely in the Construction Industry (White Card)

Desirable

- LR/MR Driver's Licence
- 4WD Certification
- HLTAID009 Provide First Aid
- CPR - Provide Cardiopulmonary Resuscitation
- Relevant tertiary qualifications

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

16 / 09 / 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