



# Council Services Manager

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| <b>Job Title</b>      | Council Services Manager            |
| <b>Classification</b> | Level 8                             |
| <b>Work Unit</b>      | Council Services                    |
| <b>Responsible To</b> | Regional Manager – Council Services |

## Primary Objective

The Council Services Manager (CSM) will lead and strategically manage the delivery of Council Services in community to ensure effective and efficient operations aligned with East Arnhem Regional Council's goals. The CSM will foster community engagement, drive operational excellence, and nurture team development to achieve superior service delivery, environment sustainability, and cultural responsiveness within the community.

## Key Responsibilities

### Operational

1. Provide on-the-ground leadership and direction for the delivery of Council Services within the community, including Municipal Services, Waste and Environmental Services, Community Night Patrol and Commercial Services.
2. Direct and manage daily operations of the Municipal Services team in maintaining community amenities, which includes overseeing litter control, upkeep of parks and gardens, road maintenance, and ensuring effective and efficient delivery of the services that meet community needs and regulatory standards.
3. Under direction from the Regional Manager - Waste and Environment Services, oversee local waste management operations, landfill supervision, recycling initiatives, and ensure compliance with environmental standards and safe work practices.
4. Mentor, develop, support and provide leadership to all Council Services staff with a focus on maximising professional growth and development of community operations.
5. Monitor and report on service delivery effectiveness, identify operational issues, and implement improvement actions in consultation with the Regional Manager – Council Services.
6. Ensure timely and accurate completion of all mandatory reporting requirements related to Local Government regulations, agency agreements, and Workplace Health and Safety by overseeing the collection and submission of information.
7. Promote and drive a strong safety culture by ensuring staff compliance with Workplace Health and Safety (WHS) policies and procedures and addressing risks or incidents promptly.
8. Support the coordination of emergency response, cyclone preparation, and disaster recovery activities within the community.





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9. Provide logistical, engagement and community support for formal and broader community meetings of the Council's Local Authority and Councillors.
10. Actively participate in all offered training and development opportunities.
11. Other duties as reasonably directed by the Regional Manager – Council Services or Director – Council Services.

## Strategic

1. Work closely with the Regional Manager – Council Services to plan and deliver community-level objectives that align with Council's Operational and Strategic Plans, ensuring efficient and effective local service delivery.
2. Prepare, monitor, and manage the annual community budget, ensuring cost-effective operations, accurate reporting, and responsible use of Council resources.
3. Contribute to the development, implementation, and review of policies, procedures, and operational standards to ensure consistent service delivery, compliance with regulations, and alignment with Council governance frameworks
4. Support business continuity and workforce planning by identifying staffing needs, training priorities, and succession opportunities, while mentoring and supporting staff to achieve professional growth and performance outcomes.
5. Facilitate engagement with Traditional Owners, community organisations, and government agencies to strengthen partnerships, contribute to regional infrastructure planning, and identify opportunities for local improvements, funding, and capital projects.
6. Promote continuous improvement through innovation, data-driven decision-making, and participation in audits and compliance reviews, while upholding high professional standards and representing and representing East Arnhem Regional Council effectively across community, organisational, and stakeholder settings.

## Essential Selection Criteria

- Tertiary qualification or substantial experience in community service delivery, operations management, or leadership in a local government or similar environment.
- Demonstrated experience in leading multi-functional teams and managing diverse operations including municipal, commercial, and community programs.
- Proven ability to plan, manage budgets, and deliver projects in line with organisational goals and timelines.
- Strong analytical and problem-solving skills, with demonstrated capacity to make sound operational decisions in complex environments.
- High-level interpersonal, negotiation, and communication skills with the ability to engage across a range of cultural and community contexts.
- Proven administrative competence including proficiency in Microsoft Office (Word, Excel, Outlook) and ability to learn new systems.





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- Demonstrated commitment to Workplace Health and Safety and ability to implement safe systems of work.
- Current C Class Drivers with ability to drive manual transmission vehicles.

### Desirable Selection Criteria

- Hold a Heavy Rigid (HR) Driver Licence or willingness to obtain.
- Previous experience living and/or working in remote Australian First Nations' communities.
- Demonstrated high level of cross-cultural awareness to ensure effective participation in a multi-cultural workplace.
- Awareness of issues affecting First Nations People in Australia.

All employment with the East Arnhem Regional Council (EARC) is subject to a Criminal History Check and the ability to obtain a NT Working with Children Clearance. Criminal history will not exclude an applicant unless it is relevant to the inherent requirements to their position.

Employees must also be prepared to travel to remote communities via various means, including 4WD vehicle and light aircraft.

East Arnhem Regional Council is an Equal Employment Opportunity (EEO) employer.

**Dale Keehne**  
**Chief Executive Officer**  
**East Arnhem Regional Council**

