



Position Description

Council and Community Services Manager

Title	Council and Community Services Manager
Classification	\$110,548.09 p.a. Plus Superannuation
Employment Type	Permanent Full-Time
Reports to	Regional Manager – Council & Community Services
Direct Reports	Parks and Gardens Team
Location	Milyakburra, Bickerton Island

Position Overview

The Council and Community Services Manager (CCSM) will provide strategic leadership and oversight of the Council Services unit within the community, ensuring the delivery of efficient, high-quality services aligned with the Groote Archipelago Regional Council's objectives. The CCSM will actively promote community engagement, drive operational excellence, and support staff development to achieve strong service outcomes, environmental sustainability, and culturally responsive practices.

Key Responsibilities

1. Leadership

- Supervise, lead, and support Parks and Gardens Teams and operational staff across the community, ensuring effective and efficient delivery of the services that meet community needs and regulatory standards.
- Develop staff rosters and daily work activities to ensure effective service delivery.
- Promote a positive team culture that values collaboration, communication, and high performance.
- Contribute to the development of the Council's Regional Plan and other strategic documents through community-based strategies and initiatives.

2. Operational Management

- Develop, implement, and maintain a comprehensive works program for the parks and garden team, ensuring high-quality outcomes.
- Ensure all public spaces are clean, tidy, and well-presented, including lawns, gardens, and communal areas.

- Oversee the waste and environment services in community, including supervision of functions related to waste management and environment services; oversee landfill operations; recycling initiatives, and ensure compliance with environment regulations and best practice
- Manage and monitor parks and garden service delivery including waste management, infrastructure and road maintenance (e.g., fences, buildings, roads, verges etc), public area maintenance, and weed and litter management in accordance with relevant Council requirements.

3. Community Engagement

- Plan and coordinate community and civic events in a collaborative and consistent manner.
- 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

4. Collaboration and Relationship Building

- Foster positive relationships with community members, local organisations, and stakeholders to enhance community participation/excellent customer service experience.
- Collaborate with other Council departments to ensure cohesive service delivery and community development initiatives.

5. Monitoring and Reporting

- Assist in the collection and analysis of community feedback to inform decision-making and program improvements.
- Maintain confidentiality and privacy regarding Council and community information.

6. Other

- Comply with all Workplace Health and Safety 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 Groote Archipelago Regional Council. Other duties will be expected to be undertaken as reasonably directed by the reporting manager.
- You will be required to perform your duties in Milyakburra or elsewhere within the Groote Archipelago Regional Council authority area as reasonably directed.

Key Selection Criteria

- Diploma level qualifications, and/or trade qualifications and/or substantial experience in effective local service delivery or operations in a related field.
- Valid NT Manual Class C Driver's License
- Practical experience in administration, within Local Government or service delivery.
- Excellent organisational, communication, and interpersonal skills.
- Strong attention to detail and ability to manage multiple tasks effectively.
- High-level interpersonal and communication skills, with the ability to engage a wide range of staff and stakeholders effectively.
- Proficient in Microsoft Office (Word, Excel, Outlook) skills and/or training.
- A strong commitment to achieving meaningful outcomes for the Groote Archipelago Regional Council residents.
- Understanding of and respect for Aboriginal cultures and communities, with the ability to work collaboratively in a culturally sensitive manner.

Conditions of Employment

- The role may require travel and overnight stays within the Groote Archipelago Region and occasional work outside standard hours to meet operational needs.
- Employees must also be prepared to travel to remote communities via various means, including 4WD vehicle and light aircraft.
- Employment is subject to a satisfactory Working with Children Check, National Police Clearance, and other pre-employment screening as required.

The Groote Archipelago Regional Council is a committed Equal Employment Opportunity (EEO) employer.



Shane Marshall
Chief Executive Officer
Groote Archipelago Regional Council