



two ways :: one outcome

POSITION DESCRIPTION AND SELECTION CRITERIA

Position Title	CDP Operations Manager
Reporting To	CDP Regional Manager
Classification	Full Time
Level	Level 8
Location	Alice Springs with travel other locations as required

OBJECTIVES OF THE POSITION:

Working with the Director of Community Services and the CDP Regional Manager and in accordance with Regional Council corporate plans and policies and relevant legislation, this position is responsible for the operational management of the Central Desert Regional Council's Community Development Program.

DUTIES AND RESPONSIBILITIES:

- Consult with and seek direction from the Director of Community Services and CDP Regional Manager about operational performance and strategic direction of the program.
- Liaise with key stakeholders including PM&C to ensure the operations of the CD Program are compliant and meeting the CDP performance framework KPIs;
- Liaise with community leaders and employers within the Central Desert Regional Council CDP region to understand the economic, social and cultural drivers that will influence CDP service delivery.
- Contribute to the community planning process, including the development of funding submissions where necessary, to achieve the respective communities' CDP activity aspirations.
- Contribute to the Council's Strategic Planning as it relates to the CDP Operations by ensuring that the aspirations of communities and the needs of, CDP participants and employers in the region are captured in the Council's Annual Corporate Plan and or the Program's Business Plan.
- In consultation with the CDP Regional Manager, constantly evaluate and revise the CDP service model including policies and procedures, budgets and individual work plans for program delivery;
- Ensure the Program is adequately staffed to meet the required Program performance, including responsibility for timely recruitment processes.
- Work with other Program Managers and Directorates within Council to ensure an integrated and collaborative approach to service delivery.

- Provide effective operational management and direction to CDP employees by building and maintaining agile, productive, performance focused teams and a positive, resilient workplace culture.
- Ensure the CDP is positioned to take advantage of new enterprise and economic development opportunities in the region.
- As directed by the Director Community Services and/or the CDP Regional Manager, ensure appropriate assigned goals are met within set timelines and strategic directions are being progressed as planned;
- Oversee participant feedback, manage complaints and ensure CDP services are responsive to participant's employment and training needs and aspirations.
- Provide accurate and timely reports upon request from the Director Community Services and/or the CDP Regional Manager.
- Develop and train CDP employees consistent with the budget and annual training and development plans;
- Ensure that performance reviews are conducted for all CDP staff during the required times.
- Effectively contribute as a member of a team in the management of the Regional Council and promote a safe and harmonious work environment for CDP employees.

KEY SELECTION CRITERIA

Essential:

1. An awareness of issues affecting Aboriginal people in remote locations and ability to operate effectively in a cross-cultural environment;
2. Demonstrated experience in community planning and implementing and managing high level employment and community development programs;
3. Demonstrated experience in managing the operations of an employment service of a commercial nature with defined performance KPIs.
4. Demonstrated ability to develop budgets, interpret financial information and manage external funding;
5. Demonstrated experience and a high level of competency in the use and interrogation of on-line client information management and financial management systems.
6. Demonstrated understanding of compliance and risk management.
7. Experience in managing a team that has diverse skills and is geographically dispersed;
8. Well developed oral, written and interpersonal communication skills.
9. Willingness to travel to a range of service delivery centres throughout the Shire Council;
10. Knowledge of the principles of work health and safety and ability to promote them in the workplace;
11. Demonstrated capacity and experience to think creatively, and resolve conflict.
12. A demonstrated understanding of the labour market, particularly in remote communities as well as the vocational education and training environment and their interdependence.
13. Formal qualifications in Management, Social Work, Community Development, or other related discipline

14. Agreement to an NT Police Criminal History checks, ability to obtain an Working with Children Card (OCHRE) and hold a current C Class drivers license

Desirable:

- Certificate IV in Training and Assessment.
- Knowledge of Local Government functions and responsibilities, and procedures and processes.
- Knowledge of CDP and an understanding of the aims, aspirations and challenges of the Program.

Classification

Level 8 covers professionals/specialists positions that provide both advisory and project management responsibilities in excess of Level 7. The positions in Level 8 generally have a major impact upon the day-to-day operations of a function, department or work area of the employer.

Authority and accountability: Provides a specialist service in the completion of work and/or projects which have elements of complexity (composed of many parts that may be more conceptual than definite).

Judgment and problem solving: Positions require the interpretation of information and development of suitable procedures to achieve satisfactory outcomes. The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. Decision making requires analysis of data to reach decisions and/or determine progress.

Specialist knowledge and skills: Positions require the application of extensive knowledge and a high level of skill in a specific area to resolve issues having elements of complexity.

Management skills: Technical employees at this level may manage more complex projects involving people and other resources. Professional employees at this level may manage minor projects involving employees in lower levels and other resources.

Interpersonal skills: Interpersonal skills in leading and motivating employees in different teams/locations may be required, as well as persuasive skills to resolve problems or provide specialised advice.

Qualifications and experience: Employees at this level supplement base level professional qualifications with additional skills training. Considerable practical experience or skills training is required to effectively control key elements of the job.

Level 9 involves duties and responsibilities in excess of Level 8 and typically involves key specialists in a specific field and the undertaking of a management function. Level 9 also covers experienced professionals.

Authority and accountability: Accountable for the effective management of major sections or projects within their area of expertise. Provides a professional advisory role to people within or outside the employer on major areas of policy or on key issues of significance to the organisation.

Judgment and problem solving: Employees have a high level of independence and determine and/or oversee the framework for problem solving or set strategic plans. At this level, the position may represent management or the employer in the resolution of problems.

Specialist knowledge and skills: Positions require knowledge and skills for the direction and control of a key function of the employer or major functions within a department.

Management skills: Employees may direct professional or other staff in the planning, implementation and review of major programs, as well as participating as a key member of a functional team. Positions at this level may also be required to manage staff, resolve operational problems and participate in a discrete management team to resolve key problems.

Interpersonal skills: Interpersonal skills in leading and motivating staff will be required at this level. Positions require the ability to persuade, convince or negotiate with staff, clients, members of the public, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.

Qualifications and experience: Employees will have a relevant degree or equivalent with extensive practical experience.

Note to Candidates

The CDP Operations Manager will be expected to:

- Interact with Aboriginal people who speak Anmatjere, Arrernte and/or Warlpiri as a first language.
- Occasionally drive a 4WD vehicle.
- Have a reasonable level of fitness and general good health;
- Hold a current drivers licence.
- Hold a current first aid certificate or have the ability to obtain this qualification.
- Meet all the requirements of the Regional Council Code of Conduct in the performance of their duties.



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VISION – TWO WAYS, ONE OUTCOME

(Indigenous and non-indigenous people working together for the best outcomes)

INFORMATION FOR APPLICANTS FOR THE POSITION OF CDP Operations Manager

Central Desert Regional Council is a council that covers the following: Anmatjere Community, Arltarlpilta Community, Lajamanu Community, Nyirripi Community, Yuelamu Community, Yuendumu Community, Willowra Community and a large area of currently unincorporated land. The new Regional Council which has been operational as from 1 July 2008 has an area of approximately 282,093 square kilometres and a population of 4,591.

SALARY

The salary is Level 8 with a range depending on qualifications and experience. Contract is subject to ongoing funding.

SUPERANNUATION

Employer contributes 9.5 % superannuation – employee shall have complete freedom of choice over the complying fund that their contributions are paid to, with the default being the State Wide Superannuation Scheme.

SALARY SACRIFICING

Council has entered into a contractual relationship with Remserv to administer the salary packaging process on its behalf. Remserv is offering a suite of benefits which Council believes may be useful to our staff. For more information please contact them on remserv@remserv.com.au or on 1300 30 39 40.

Staff are encouraged to seek independent financial advice over salary packaging.

NOTE: Local Government Councils are not entitled to Public Benevolent Institution Taxation Benefits and consequently Council cannot legally offer such benefits.

ANNUAL LEAVE

A permanent full time employee accrues 4.385 hours annual leave for every week of continuous service.

A loading of 17.5% of salary shall be paid to the employee when taking leave.

Annual leave shall be taken at such a time which is mutually convenient to the Council and the employee. An employee may only accrue annual leave up to a maximum of 40 days. If an employee accrues more than this number of days they will be directed to take leave of a period of not less than 10 continuous working days within four weeks of accumulating excess leave.

Council may, under exceptional circumstances only, approve a written request from an employee to cash-in their accrued annual leave so long as the employee will be left with at least four weeks of accrued annual leave after the leave is cashed-in. The employee will be paid at least the full amount that they would have received if they had taken leave instead.

Termination payments will include leave loading for any accrued annual leave.

LONG SERVICE LEAVE

This clause is read with and is subject to the *Long Service Leave Act (NT)* and section 109 of the *Local Government Act*.

An employee who has completed ten (10) years of continuous service will be entitled to thirteen (13) weeks of paid long service leave. However, an employee after seven (7) years of continuous service may take pro rata long service leave.

The balance of long service leave accrued after the completion of each ten (10) years of service (that is, taking into account any pro rata long service leave previously taken) must be taken as soon as practicable after the completion of that period and in any event totally expended within twelve (12) months of the completion of that period unless otherwise approved by the CEO.

Long service leave may only be taken in one (1) block or in not less than four (4) week blocks as agreed to by Council.

An employee must give at least four (4) weeks' notice of intention to take long service leave or part thereof.

Employees may be permitted to take LSL at double the time for half pay.

An employee, having less than ten (10) years but more than seven (7) years of continuous service, who ceases employment for any other reason than serious misconduct will be paid for 1.3 weeks leave for each year of completed service unless previously taken under G5.2.

In accordance with section 109 of the *Local Government Act 2008* (NT), an employee who enters into the service of Council from another council, a local government subsidiary within the Northern Territory or the Local Government

Association Northern Territory is entitled to long service leave that has accrued with the employee's previous employer to accompany and be available to the employee following that entry.

PERSONAL/CARERS' LEAVE

A permanent full time employee accumulates Personal/Carers' Leave at the rate of 1.754 hours per week.

An employee may take paid Personal/Carers' Leave if the leave is taken:

- Because the employee is not fit for work because of a personal illness, or personal injury affecting the employee; or
- To provide care or support to a member of the employee's immediate family, or a member of the employee's household, who requires care or support because of:
 - A personal illness, or personal injury, affecting the member, or
 - An unexpected emergency affecting the member.
- For dealing with the consequences of domestic violence to the employee, immediate family or a member of the employee's household.
- For paternity leave purposes to a maximum of three weeks

The term immediate family includes:

- spouse, de facto partner, child (including foster child), parent, grandparent, grandchild or sibling of the employee
- child (including foster child), parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee

An employee, or if unable, a representative, must notify their supervisor of their non-attendance within 30 minutes of their commencement time, or as early as reasonably practicable thereafter, in order to use that day as personal/carers' leave.

*Refer to the CDRC Enterprise Agreement for the rest of the clauses.

STUDY LEAVE

Employees may apply for reasonable study leave to undertake courses of study that are additional to the training and development opportunities directed by Council.

Approval by the Chief Executive Officer is subject to the course(s) complementing Council's goals and strategies and being relevant to the work of the Employee.

*Refer to the CDRC Enterprise Agreement for the rest of the clauses.

LEAVE WITHOUT PAY

The Chief Executive Officer may grant leave without pay for reasons not covered by other types of leave only after all other types of leave have been exhausted.

HOURS OF WORK

The ordinary hours of work will be 76 hours over fourteen consecutive days.

A standard day is 7.6 hours unless otherwise authorised by Council. A standard day may be up to 10 hours, or 12 hours with employee agreement.

The ordinary hours of work may be worked on any or all days Monday to Friday with no limitation on start or finishing times.

The ordinary span hours of work for Agency and Commercial employees may be agreed between the employee and the Council in line with prescribed individual flexibility provisions and the requirements of the business operations, and may include weekends.

CEREMONIAL LEAVE

An employee who has been employed by Council for a minimum of six months and who is required to perform cultural or ceremonial duties may, on the production of evidence satisfactory to the CEO, be granted up to ten (10) days leave per year for such duties.

Where this involves time away from work employees must first utilise TOIL and annual leave before utilising cultural/religious leave. Cultural/Religious leave will be cumulative one day per completed month of service to a maximum of 10 days per annum.

Cultural leave does not accumulate from year to year.

Employees may request approval for additional unpaid leave for the purpose of cultural leave or sorry business.



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PUBLIC HOLIDAYS

CDRC Enterprise Agreement leave conditions will apply. Refer to the Enterprise Agreement.

PROBATION

The employee's employment will be subject to an initial probationary period of six months.

RELOCATION EXPENSES

The Regional Council's relocation policy which is on the website will apply.

VEHICLE

The employee has an option to have a vehicle (fringe) benefit which is for work use and private use. Private use is subject to the conditions within the Regional Council's policy.

The cost of private usage of the Regional Council's vehicle must be born by the employee. The current estimated value of personal use is \$12,000 subject to change based on fluctuations in CPI and usage.

The vehicle provided will be a Ute, as deemed appropriate.

The cost of a private vehicle will be part of the salary package if opted for by the employee. Note: the dollar value is not additional to the salary package.