



## **Position Information Package for Director Remote Council Services**

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# 1 Background Information

## 1.1 Message from the CEO

The Central Desert Regional Council is a young organisation within the broader local government context. Some nine years after the formation of the Council from a number of community government councils, the organisation itself is beginning to mature and reach its full potential.

In order to tackle the myriad of complex issues inherent in a remote, NT environment, the Council is building a collaborative culture built on the strong values of strong leadership, teamwork, accountability, integrity and respect. This important role will provide exemplary leadership to our staff and communities to grow and embed the Council's core values.

As a Council with primarily Indigenous constituents and workforce, the Council is passionate about providing an engaging and empowering environment for its staff and constituents alike.

The role of Director Remote Council Services is fundamental to helping Council and the Executive Team deliver on our vision of "Two Ways – One Outcome". You will lead and work with a committed and diverse team that provides an extensive range of services that influence and support our communities from the cradle to the grave.

You will work closely with me, our other Directors and our Managers and be part of the senior leadership team for the Council. Reporting directly to the Chief Executive Officer, you can be assured of my personal support in your role.

If you are looking for an opportunity to shape an organisation and are ready to face the challenges that a remote Council can bring, I hope you will consider this outstanding opportunity.

*There is an expectation to undertake a police clearance and to provide evidence of eligibility to live and work in Australia when submitting an application.*

## 1.2 About the Council

Central Desert Regional Council covers approximately 282,000 square kilometres and spans from the Western Australian border to the Queensland border. The Council has nine major communities - Atitjere (Harts Range), Engawala, Lajamanu, Laramba, Nyirripi, Ti Tree, Yuelamu, Yuendumu and Willowra – and also supports a number of occupied outstations.

The Council's population is approximately 5,000 with Aboriginal and Torres Strait Islander people making up 80.0% of the population. Of the total population, approximately 52% are of working age. The region has 29% of its population under 20 years old.

### QUICK FACTS:

The Central Desert Regional Council area is divided into 4 Wards. The Council supports:

- 12 Councillors
- 9 local authorities with between 6 and 14 members each.

The Council manages approximately \$43 million worth of assets, has a turnover of \$37 million per year. Council employs approximately 330 staff. The remote services team provides a wide variety of services including:

- Maintain and upgrading Council assets including parks, buildings, facilities, local roads management in Communities.
- Management of 11 cemeteries and 2 morgues.
- Waste collection and management of 11 refuse disposal sites.
- Fire hazard reduction in and around community areas.
- Essential services (power, water and sewage) contract provision.
- Animal management.
- Plant and Capital projects.
- Support and infrastructure upgrades for Outstations.

Other Areas of service delivery carried out by the Regional Council are:

- Library and Cultural Heritage Services and support of 2 libraries.
- A range of children's services including playgroups, crèches and long day care as well as School nutrition services in 6 remote communities.
- Aged care and disability services.
- Community Safety Patrols and community safety activities.
- Postal agencies in other communities.
- CDP services in the northern Alice Springs region.
- Centrelink.
- Youth activities and sport and recreation services which employ community based Sport and Recreation Officers.
- Family mediation and domestic violence support services.

### **1.3 History**

The Northern Territory Government first announced the structural reform of local government in the Northern Territory on the 31st of January 2007. The new Central Desert Regional Council came into existence on the 1st of July 2008.

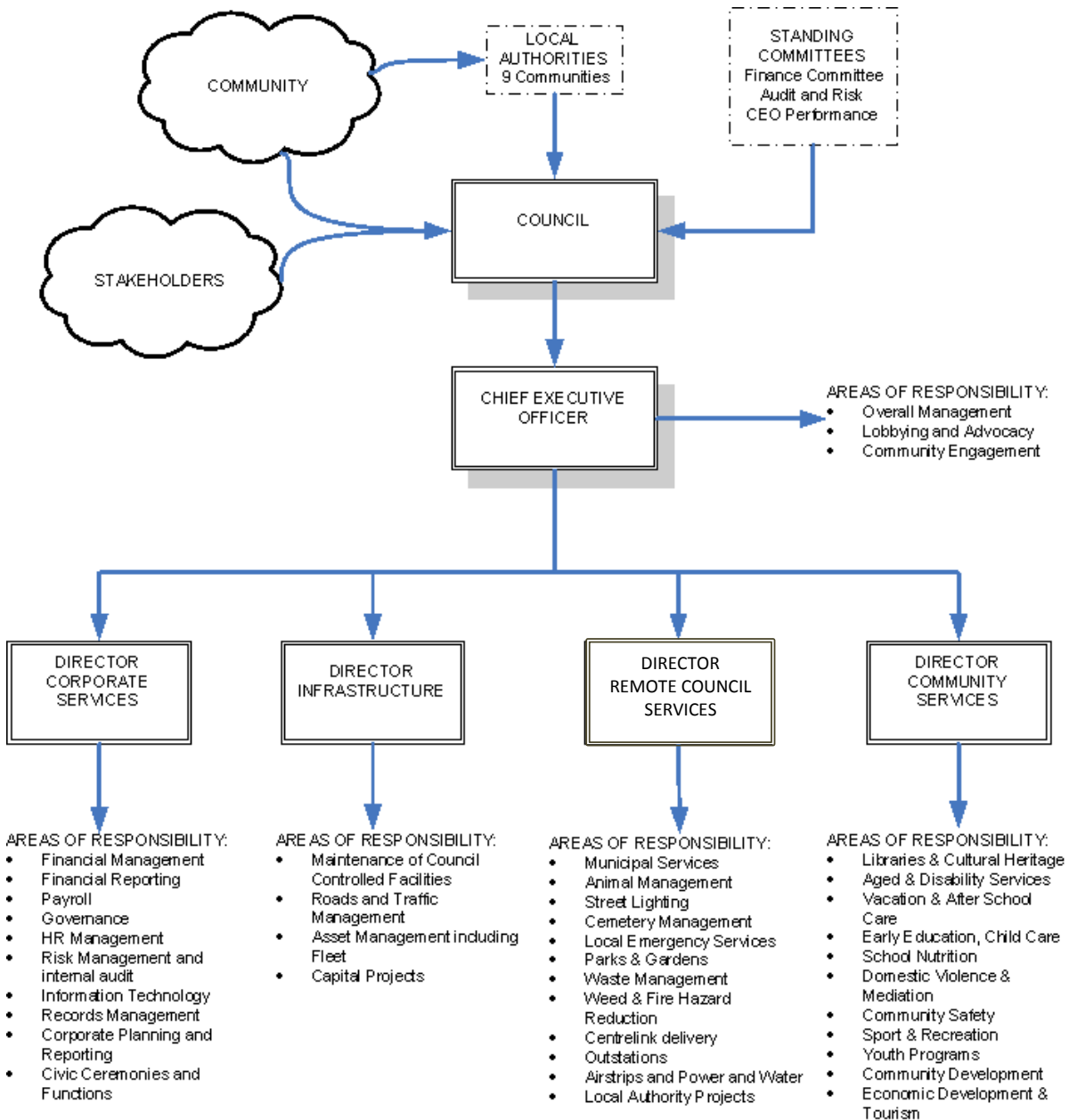
The Local Government reform changed the way local government services were delivered to people living in remote communities. Eleven new Shire Councils were established in the Northern Territory, with the five existing municipal councils (Alice Springs Town Council, Darwin City Council, Katherine Town Council, Palmerston City Council and Litchfield Council) continuing to operate.

The new Central Desert Regional takes in a large area of unincorporated land, and communities that were previously managed by the local government bodies of:

- Anmatjere Community Government Council
- Yuelamu Community Inc.
- Arltarlpilta Community Government Council
- Nyirripi Community Inc.
- Lajamanu Community Government Council
- Yuendumu and Willowra Community Government Council

On 1 January 2014, the NT Government enacted further reforms to local government in the Northern Territory. The reforms mandated Local Authorities (replacing Local Boards) and changed the name of the Central Desert Shire Council to the Central Desert Regional Council.

## 1.4 ORGANISATIONAL STRUCTURE



## 2 The Position Description and Selection Criteria

POSITION TITLE: DIRECTOR REMOTE COUNCIL SERVICES

REPORTING TO: CEO

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### PRIMARY OBJECTIVE

Operating under the direction of the Chief Executive Officer and in accordance with Council corporate plans, policies and relevant legislation lead, direct and manage the delivery of municipal services; provide mentoring and guidance to managers in the division; provide leadership in service delivery for communities and provide executive support to the Council's Executives, Managers and Council in meeting government and agency objectives.

- Display and promote the type of leadership and activities that will positively influence team culture and business performance.
- Ensure compliance with the Council's corporate values and legislation in the management and delivery of programs.

### KEY RESPONSIBILITIES

Remote Council Services are provided across our nine communities including office administration, Centrelink and Postal Services as well as the core local government services of:

- Maintenance and upgrade of parks,
- Management of cemetery,
- Lighting for public safety,
- Waste management and collection,
- Weed control and fire hazard reduction,
- Animal welfare.
- Promote management excellence and a positive, empowered team culture across the division.
- Leadership and management of the day to day municipal services functions with responsibility for decision making in accordance with delegated authority and predetermined policy.
- Develop and foster relationships across the region and with communities.
- Work cooperatively with other divisions to deliver positive outcomes for our residents and communities.

- Maintain contemporary knowledge, operating understanding of, and implement continuous business improvements that meet the organisation's needs.
- Take responsibility for the budgets, outcomes and service delivery of the directorate. Prepare the Remote Council Services directorate budget for approval by Council and be accountable for the ongoing financial performance of these functions against the approved budget.
- Undertake necessary exception/variance reporting to the senior leadership team and Council in accordance with the approved budget, Council policies and procedures and delegated authority.
- Provide appropriate input into the Council's long-term financial plans and assist with the development of the Council's Regional Plans and Annual Plans.
- Support the delivery of strategic and corporate plans including outcomes, asset management, risk management, workforce plans and operational plans. Develop future strategy for remote Council services, including service delivery plans across the supported geography.
- Promote and empower a safe work environment.
- Design, develop and implement policies and procedures that reflect the preferred direction of the Council for the division with input into broader organisational policies and practices.
- Act as Council's principal advisory officer on all matters related to matters pertaining to the Remote Council Services directorate including homeland service delivery and essential service management.
- Ensure the preparation of necessary reports in a timely and quality focused manner to the Executive Management Team and Council.
- Ensure compliance with all legislation and Council policies relative to the Remote Council services functions.
- Represent the Central Desert Regional Council at Local Authorities and external committees, as well as to the community.
- Ensure the Remote Council Services Directorate provides quality and timely customer service both internally and externally including monitoring Customer Action Requests for service.
- Ensure that all staff are adequately trained and given the necessary delegation and empowerment to fulfil all the service delivery functions of the Remote Council Services Directorate.
- Participate in and provide leadership to the Council's Work Health and Safety Committee.
- Manage implementation of the Waste Management Strategy.
- Successfully deliver commercial contracts managed by the Remote Council Services team including but not limited to:
  - Essential Services



- Homeland Services
- Centrelink
- Airport maintenanc

## **CORE COMPETENCIES:**

### **Creates Vision and Gives Direction**

- Promotes the vision of the Council. Influences and inspires others to share ownership of the organisation's goals.
- Demonstrates sound strategic thinking and planning to ensure the Council moves towards its vision.
- Manages change by initiating, developing, communicating and coordinating activities.
- Embeds ethical practices into the Council's culture and processes, including compliance with the Code of Conduct, Conflict of Interest and other provisions of the Act.

### **Develops People**

- Motivates, develops and empowers staff to achieve quality outcomes.
- Takes an active role in managing the Council's relationship and interactions with the groups in the community to support building community capacity to initiate and implement projects and programs.
- Fosters a collaborative work environment and establishes mutual trust and respect.

### **Manages Resources and Risks**

- Ensures that human and physical resources including financial, technological and information requirements are available and effectively, efficiently and ethically used to meet the strategic and operational service delivery needs.
- Supports the CEO to negotiate effectively to obtain resources to achieve outcomes.
- Ensures the Council is compliant with all Acts, laws, regulations and policies.
- Assesses risks and mitigation strategies, implements Council's risk management policies to address strategic, operational and legislative compliance risks.

### **Promotes and Achieves Quality Outcomes**

- Develops and implements organisational structures, business plans and procedures to ensure Central Desert Regional Council delivers quality services and strategies, within its resources.
- Ensures high standards of work practice and customer service standards are embedded in the organisation, promoting a continuous improvement culture.

- Evaluates the outcomes achieved against agreed standards.

### **Understands Relationships**

- Establishes and maintains positive working relationships with clients, Council, the CEO and other staff and diverse groups of people within the public and private sectors and the wider community.
- Collaborates and employs effective communication strategies.
- Provides clear, transparent, consistent information.
- Effectively identifies and manages conflict and potential sources of conflict or dissatisfaction.

### **Self Awareness and Self Management**

- Acts with integrity by being aware of own strengths and behaviour. Self-manages to have the best possible impact on the behaviour of others.
- Engages in regular critical reflection on feedback and experiences in the workplace and acts on the reflections to facilitate professional growth.
- Models and promotes Council values – Strong leadership, Teamwork, Accountability, Integrity and Respect.
- Values the well-being of self and others.

## **SELECTION CRITERIA**

### **1. Leadership**

- Proven leadership at the executive/management level, with the ability to understand and implement legislation impacting on Local Government.
- Excellent abilities to influence, navigate ambiguity and lead change initiatives across diverse teams.
- Delegation skills to ensure the achievement of outcomes, accountability of staff and the development of employees' abilities.
- Understanding of the application of contemporary human resource management principles.

### **2. Contribution to Strategy and Policy**

- Proficiency in the analysis, development and implementation of strategic policies relevant to the business of local government.
- Proven ability to think strategically and laterally at a senior level.

### **3. Operational Results**

- Demonstrated excellence in the management of contracts and contractors.
- Ability to motivate and empower teams to deliver outcomes, working across boundaries to achieve results from multiple projects and/or teams.

### **4. Governance and Compliance**

- Demonstrated knowledge of governance principles.
- Demonstrated knowledge of statutory, legal and contractual obligations.

### **5. Interpersonal Skills**

- Demonstrated excellent interpersonal and communication skills.
- Ability to foster sound working relationships with councillors and staff.
- Ability to engage and influence key community members and stakeholders; and negotiate effective outcomes.

### **6. Innovation**

- Demonstrated commitment to continuous improvement and business excellence.

### **7. Qualifications**

- Tertiary qualifications relevant to business, management, community services and/or local government.
- An exemplary track record of accomplishment at a Senior Management/Executive level (or demonstrated ability to perform at this level) in achieving best value service delivery to customers.
- Strong management experience.
- C Class Drivers licence, ability to drive a 4WD vehicle.
- Hold a current first aid certificate or have the ability to obtain this qualification.
- Possession of, or ability to possess, an NT Government Working with Children Ochre Card.

**Total remuneration Package** at commencement ranges between \$155,000 - \$175,000 per annum and can be made up of salary, superannuation and a motor vehicle (with full private use component salary sacrificed).

### **3 CONTRACT**

The successful applicant will be employed under a performance based contract for a fixed term of three years. Those chosen for final interview will be provided with the proposed contract prior to the interview.

#### **ANNUAL LEAVE**

The Director's are entitled to 6 weeks per annum.

#### **PROBATION**

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

#### **RELOCATION EXPENSES**

Will be negotiated if required with the successful applicant.

## **4 Living and Working in Alice Springs**

### **CHILDCARE**

Childcare in Central Australia is made up of day care centres and family day care, most of which are run on a non-profit basis by management committees of parents in conjunction with various levels of government.

### **CLIMATE AND WEATHER**

Central Australia is a land of extremes – from scorching summer days of over 40 degrees to winter nights where temperatures can fall well below zero and frost covers the ground.

It is a boom or bust environment with long dry periods of no rain at all, to spectacular thunderstorms and flash floods in the summer that send frothing torrents along ordinarily dry river beds.

Over winter (May to September) clouds are a rare sight. Warm clothing is essential at this time of the year.

A hat and sunscreen is essential outdoors in summer.

Most locals avoid going outside when it's really hot and tend to congregate at shopping centres, the pool and the library when they aren't at work.

Visitors to the area should guard against dehydration by drinking lots of water - no matter what the season. The local tap water is safe to drink.

### **HEALTH**

Alice Springs has a fully equipped teaching hospital and a range of GPs, dentists and other specialised health services.

Bulk billing (where Australian residents with a Medicare card can receive free treatment from a GP) is available through some doctors at some clinics Alice Springs.

### **HOUSING AND ACCOMMODATION**

Houses in Alice Springs tend to be bigger than those in most big Australian cities.

Double story houses are rare as blocks are often 1200m<sup>2</sup>, or half that in some areas where subdivision has been permitted.

Many older houses were built as government housing in the 1940s and 50s, and it's not uncommon for most houses in a street to have identical original floor plans.

When building in Alice Springs transporting materials is a major factor.

As Alice Springs has very low rainfall, steel is often used a construction material as it provides a good size-to-weight ratio.

It is also surprisingly good for excluding heat if used properly.

In recent years, flats with one to three bedrooms have become more commonplace, catering to an increasing number of singles and transient residents.

## **SCHOOLS**

Alice Springs offers a wide range of primary, secondary and tertiary education opportunities

There are 19 government (public) and non-government (private) schools/colleges, including two dedicated to indigenous students, and seven pre-schools.

Higher education and employment opportunities are enabling students to fully complete their studies in Alice Springs and put their skills to work here.

Northern Territory schools have a transition period between pre-school and Year 1 to help prepare children for formal learning.

Pre-schools are an integral part of most neighbourhood primary schools offering half-day sessions for 4 and 5 year old children.

Students progress from Transition to Year 1 when assessed as being ready (they must also be the age of five), and then progressively move through to Year 6.

Secondary school education is divided into Middle and Senior Secondary categories, with the Middle category encompassing Grades 7 to 9 and the Senior 10 to 12.