

Position Description

POSITION TITLE	Program Manager, Council Services Delivery
POSITION NUMBER	103202
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 8
POSITION TYPE	Permanent Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services / Council Services Delivery
LOCATION/S	Anmatjere / Lajamanu / Yuendumu
SUPERVISOR	Regional Manager, Council Services Delivery / Regional Manager, Waste and Council Services Delivery
POSITIONS SUPERVISED	This position has 4-5 direct reports

PRIMARY OBJECTIVE

The Program Manager, Council Services Delivery is responsible for ensuring delivery and provision of quality municipal and community support services in accordance with Central Desert Regional Council strategic and regional plans, policies, procedures and relevant legislation.

KEY DUTIES AND RESPONSIBILITIES

1. Manage, oversee and administer professional services as part of a large municipal and community support service or for an entire smaller service to external and/or internal customers and clients.
2. Ensure quality service delivery across multiple sites as per funding agreements, legislation, Council plans and policy.
3. Manage and report compliance with relevant policy, funding agreements, legislation and Council policy.
4. Supervise, coach and mentor the team and drive team practices to deliver quality services.
5. Manage program budgets within financial delegation.
6. Provide expert, program specific, technical advice including development of procedures, investigation of issues and provision of recommendations on service improvements and efficiencies.
7. Provide frequent formal written and ad hoc reports on the daily operations of site and program delivery across multiple locations.
8. Manage complex projects within program area ensuring deliverables and timeframes are achieved.
9. Research, develop and implement program activities, and consult with employees, stakeholders and clients to ensure consistent program delivery across multiple sites.
10. Foster strong and sustainable community partnership through ongoing collaborative working relationships with internal and external stakeholders.
11. Be engaged in an effective and proactive health, safety and wellbeing culture.
12. Any other reasonable duties delegated by the Manager which are within level.

SELECTION CRITERIA

Essential

1. Degree in a related discipline with considerable practical experience.
2. Demonstrated ability to lead, manage and develop employees from a range of cultural backgrounds.
3. Proven experience in developing and maintaining positive working relationships with internal and external stakeholders in complex cultural settings.
4. Demonstrated ability to develop, implement and report on a substantial program or initiative.
5. Demonstrated time management and prioritising skills to manage employees and service delivery over multiple remote sites.
6. Demonstrated effective budget management experience for a project or service.
7. Excellent written and verbal communication skills with the ability to negotiate across all levels within the business to provide accurate and timely reports on services and activities and develop business cases and operational plans and guidelines.
8. Demonstrated knowledge and application of risk management and the principles of work health and safety with the ability to ensure compliance in the workplace.
9. An awareness of the socio-economic factors affecting Aboriginal people in remote locations.
10. Current Class C Licence.
11. Ochre Card.

Desirable

1. Lived in and/or professional experience gained in a remote or regional community.