

<b>POSITION TITLE</b>	<b>PROGRAM MANAGER, COUNCIL SERVICES DELIVERY</b>
<b>POSITION NUMBER</b>	<b>103202</b>
<b>AWARD</b>	<b>LOCAL GOVERNMENT INDUSTRY AWARD</b>
<b>CLASSIFICATION</b>	<b>CDRC ENTERPRISE AGREEMENT – LEVEL 8</b>
<b>PROGRAM</b>	<b>COUNCIL DELIVERY SERVICES</b>
<b>LOCATION/S</b>	<b>LAJAMANU</b>
<b>SUPERVISOR</b>	<b>REGIONAL MANAGER, WASTE AND COUNCIL DELIVERY SERVICES</b>

#### **OBJECTIVES OF THE POSITION:**

Ensuring delivery and provision of quality services in accordance with Regional Council corporate plans, agreements, policies and relevant legislation.

#### **KEY COMPETENCIES AND CAPABILITIES:**

- Management, oversight and administration of professional services as part of a large service or for an entire smaller service to external and/or internal customers and clients.
- Ensuring quality service delivery across multiple sites as per funding agreements, legislation, Council plans and policy.
- Manage and report compliance with relevant policy, funding agreements, legislation and Council policy.
- Manage, mentor and train staff, ensuring that staff performance expectations, Council policy and WHS obligations are applied.
- Manage program budgets within financial delegation.
- Provision of expert, program specific, technical advice, development of procedures, investigation of issues and provision of recommendations on service improvements and efficiencies.
- Provide frequent formal written and ad hoc reports on the daily operations of site and program delivery across multiple locations.
- Manage complex projects within program area ensuring deliverables and timeframes are achieved.
- Research, develop and implement program activities, and consult with staff, stakeholders and clients to ensure consistent program delivery across multiple sites.
- Ensure safety for yourself and others in the workplace, engage in an effective and proactive health, safety and wellbeing culture.
- Any other reasonable duties delegated by the Supervisor which are within level.

## SELECTION CRITERIA:

### Essential:

- Qualifications at a minimum degree level in a relevant field and considerable practical experience. two ways :: one outcome
- Demonstrated ability to effectively manage staff in remote locations.
- Demonstrated experience in management, reporting and delivery of a relevant program.
- Demonstrated ability to develop and implement a substantial program or initiative.
- Demonstrated time management and prioritising skills to manage staff and service delivery over multiple remote sites
- Demonstrated effective budget management experience for a project or service.
- Demonstrated persuasive communication skills with the ability to provide accurate and timely reports on services and activities and develop business cases and operational plans and guidelines.
- Knowledge of Work Health and Safety requirements.
- An awareness of issues affecting Aboriginal people in remote locations