

Position Description

POSITION TITLE	Program Manager-Roving Council Services Delivery
POSITION NUMBER	103300
AWARD	Local Government Industry Award
CLASSIFICATION	CDRC Enterprise Agreement – Level 8
POSITION TYPE	Fixed Term Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services Delivery
LOCATION/S	Alice Springs (Home Base) with regular travel to communities
SUPERVISOR	Director, Council Services
POSITIONS SUPERVISED	This position has no direct reports however will supervise staff as and when required

PRIMARY OBJECTIVE

The Program Manager - Roving, Council Services Delivery is responsible for strengthening the capacity, capability and performance of Council Services operations. The role provides specialist operational support, mentoring and technical expertise to ensure municipal, commercial and community support services are delivered in accordance with contractual obligations, funding agreements, Council plans, policies, procedures and relevant legislation.

POSITION OVERVIEW

The role operates across multiple remote Aboriginal communities, working closely with Regional Managers, Council Services Supervisors and local teams to strengthen workforce capability, improve service delivery performance, and support consistent service standards and sustainable community outcomes. The position provides operational leadership, mentoring and technical support, including temporary leadership coverage where operational gaps, workforce challenges or service delivery risks arise.

KEY DUTIES AND RESPONSIBILITIES

1. Monitor and support service delivery performance against contracts, funding agreements, operational plans, service standards and key performance indicators.
2. Identify operational risks and implement practical solutions and corrective actions to maintain service quality, compliance and performance outcomes.
3. Mentor and develop Council Services Coordinators and frontline employees, while supporting recruitment, onboarding, workforce planning and employee engagement.
4. Support the effective delivery of commercial contracts and assist communities to achieve agreed service delivery outcomes, performance targets and reporting obligations.
5. Conduct operational reviews, audits and quality assurance activities to ensure compliance with legislation, funding agreements, Council policies, procedures and standards.
6. Prepare accurate reports, recommendations and performance assessments to support informed management decision-making.
7. Support culturally appropriate engagement and maintain positive relationships with community leaders, Traditional Owners, residents, government agencies, funding bodies, contractors and other stakeholders.
8. Promote and ensure compliance with work health and safety requirements by modelling safe work practices, monitoring hazards, incidents and risks, and supporting corrective actions

SELECTION CRITERIA

Essential

1. Degree in a related discipline and/or substantial experience directly related to the position.
2. Previous experience working within local government or a service delivery organisation operating across remote Aboriginal communities.
3. Proven ability to lead, coach, mentor and develop employees from diverse cultural backgrounds.
4. Strong operational, project and program management skills, including planning, implementation, reporting and achieving service delivery outcomes.
5. Demonstrated experience monitoring compliance with legislation, funding agreements, contractual obligations, policies and service standards.
6. Experience managing budgets, resources and operational performance to achieve agreed outcomes.
7. High-level written and verbal communication skills, including stakeholder engagement, report writing, operational planning and the provision of recommendations.
8. Demonstrated knowledge and application of risk management, governance and work health and safety requirements in operational environments.
9. Demonstrated understanding of the social, cultural and economic factors affecting Aboriginal people living in remote communities.

10. Current NT Driver Licence (Class C minimum).
11. Ability and willingness to travel extensively and work across remote Aboriginal communities.

Desirable

1. Experience living and/or working in a remote or regional community.