

Coordinator Council Services

Position Description



Position number Multiple Positions
Directorate Council Services
Department Council Services
Immediate Supervisor Manager Council Services
Supervising Positions(s) Customer Service Officers
Essential Services Officer
Team Leader Works/Supervisor Works

Level OP 6 – Operational

<p>Position Approval</p> <p></p> <p>Keith Hassett Director Council Services</p> <p>20/11/2024</p> <p>Review and Approval Date</p>
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Position Objective

Coordinate the MacDonnell Regional Council's municipal and commercial operations, including the management of key personnel working in a remote Service Centre

Key Duties and Responsibilities

- Coordinate operational service delivery and administrative requirement related to municipal and commercial operations in relation to; animal management, cemetery management, internal roads maintenance, parks and open space management, sports ground management, waste management, weed control and hazard reduction
- Provide leadership, supervise and monitor Council Services staff in performance of duties
- Ensure services are delivered efficiently and remain within budget
- Plan municipal work activities in accordance with management guidelines
- Maintain Council assets used to deliver services
- Manage the budget in accordance with approved delegation, ensuring that services are delivered efficiently, effectively and within approved budget
- Provide accurate and timely service delivery reports to Manager Council Services
- Undertake performance management and coaching/mentoring
- Maintain accurate department, human resource and customer service records
- Develop and maintain strong local community relationships
- Develop a positive working relationship, including facilitating cooperation, with internal and external stakeholders
- Establish and maintain a safe working environment
- Respond in a timely manner to Alice Springs office directions
- Undertake other duties including project management activities as requested by CEO

Skills and Attributes

- Ability to lead, motivate and mentor team members to foster independence and increase local ownership
- Analytical decision making skills with a collaborative approach to problem solving
- High level of communication skills to build and maintain relationships with a diverse range of stakeholders including participating in mediation, negotiations and conflict resolution
- Strong literacy, numeracy and computer skills to create detailed non-standard reports and correspondence
- Strong planning and organisation skills including the ability to schedule tasks and coordinate delivery of projects

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Role Requirements

Essential

- Current NT Drivers Licence
- Current White Card or ability to obtain
- At least 2 years experience in a similar role including supervising, mentoring and training staff
- Proven ability to implement operational plans and achieve set objectives within a given timeframe and budget
- Understanding of the role and services provided by local government including within a given timeframe and budget
- Understanding of the role and services provided by local government including knowledge of relevant legislation and policy
- Demonstrated ability to work in a culturally and linguistically diverse environment
- Ability to obtain and maintain NT working with Children (Ochre) Card
- Satisfactory completion of a Criminal History Check

Desirable

- 4WD Certificate or ability to obtain
- Certificate 4 in Leadership and Management
- Previous experience living and working in a remote location
- Previous experience in working for an organisation operating across multiple sites

Travel Requirements

This position is based in community and will occasionally require work travel to Alice Springs and remote communities – including overnight stays – in the MacDonnell Regional Council area of service

Physical Requirements

The role requires the following physical aspects:

- Sitting for extended periods
- Working indoors in an office environment
- Manual handling of objects below 10Kg
- Repetitive bending and twisting
- Travel by 4WD vehicle on unsealed roads for lengthy periods
- Working in extreme heat and in the cold

Employee Declaration

I have read and fully understood the position requirements as outlined in this document.

Signature

Date

Position Reporting Structure

