Director Council and Commercial Services

Position Description

Position number	500000
Directorate	Council Services
Immediate Supervisor	Chief Executive Officer
Supervising Positions(s)	Area Manager (x4) Manager Commercial Contracts Coordinator Animal Management Snr Administration Officer
Level	Executive

Position Approval

Belinda Urquhart

Chief Executive Officer

18/11/2026

Review and Approval Date

Position Objective

Provide strategic leadership and direction to the Council and Commercial Services team, to ensure the delivery of high-quality services to Council's 13 remote communities.

Key Duties and Responsibilities

- Provide strategic leadership and management direction for the delivery of high-quality Local Government and Commercial, services to 13 remote communities. Services include animal management, cemetery management, local emergency management, internal road maintenance, municipal and essential services, waste management, weed control and hazard reduction.
- Establish and monitor key performance indicators across council and commercial service operations, ensuring accountability through adherence to policies and procedures whilst driving continuous improvement in service delivery and governance standards.
  Oversee grants management, financial acquittals, and record management systems, maintaining compliance with regulatory requirements and ensuring robust documentation practices that support organisational accountability and transparency.
- Champion local Indigenous employment initiatives and lead contract negotiation processes with external stakeholders, balancing commercial objectives with community benefit outcomes and ensuring equitable procurement practices.
- Develop a framework for service prioritisation, resourcing, and governance while ensuring effective monitoring, reporting, and compliance with all legislative requirements.
- Lead cross-functional teams in the scoping, planning, and execution of service delivery and initiatives, with a focus on meeting quality, time, and cost objectives.
- Develop and encourage innovation in response to the unique service delivery challenges faced in providing services to remote areas.
- Lead and manage the Council Services team, by setting performance objectives, providing coaching and development, and establishing strong leadership support through regular team and one-on-one meetings.
- Actively participate as a member of the Executive Leadership Team and support Council and community governance activities as required through providing reports, attending meetings, and assisting with the development of Council's strategic and operational plans.
- Manage the Council Services budget, supporting Council Services Managers with their budget responsibilities, and working collaboratively with the Finance Department on budget development, monitoring, purchasing requirements, and variance reporting.
- Demonstrate and model a strong culture of accountability, providing quality community development and capacity building, engagement, and service delivery, and offering strategic and operational advice to the CEO and Council.
- Establish and maintain a strategic network of relationships with relevant organisations, bodies, and thought leaders to support the directorate's priorities on assigned projects and activities.
- Be available to provide leadership and guidance outside of regular business hours as part of an on-call roster, addressing urgent matters related to Council Services, across the 13 remote communities.

- Respond to emergencies, critical issues, and other unforeseen incidents promptly, ensuring continuity of essential services and resolution of high-priority issues in collaboration with relevant teams and stakeholders.
- Promote and maintain a strong safety culture by ensuring compliance with Work Health and Safety (WHS) legislation, Council policies and safe work procedures, conducting regular safety inspections, identifying hazards, reporting incidents, and ensuring staff use appropriate personal protective equipment (PPE).

Skills and Attributes

- Demonstrated strong cultural and organisational change leadership and management skills.
- Demonstrated engaged leadership skills with the ability to resource, supervise and lead teams and the ability to coach/mentor managers in a local government context.
- Self-motivated with the ability to work as an effective leader, with a continuous improvement approach.
- Highly developed written communication skills for the public sector, with the ability to write for purpose and in the context of varied audiences.
- Demonstrated high level of interpersonal, collaborative and facilitative skills with proven abilities to communicate, negotiate, investigate and consult at appropriate levels with staff, community, government and private sectors.
- This position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority/obligation that comes with their powers.

Role Requirements

Essential

- Tertiary qualifications in Business Management, Project Management, Engineering or a related Local Government field or equivalent experience.
- Strong knowledge of the core and peripheral issues facing MacDonnell Regional Council communities, including community and political awareness, relevant State and Local Government legislation/policy and related subject matter expertise.
- Demonstrated effective strategic and corporate leadership and management experience.
- Previous experience in a senior management role delivering complex services in a multi-site environment.
- Strong analytical skills to identify the needs of all stakeholders, finding solutions that lead to improved delivery of services and operations.
- Successful experience in aligning workforce performance with organisational performance to develop a positive workplace environment with a performance and outcome culture.
- Demonstrated experience in achieving positive working relationships with internal and external stakeholders that promotes initiating and managing change in a diverse service delivery environment.
- Successful experience in applying innovative solutions, problem solving, staff motivation within a dynamic and multi-functional organisation.
- Demonstrated experience in working effectively with Aboriginal staff and communities.
- Ability to obtain and maintain NT Working with Children (Ochre) Card.
- Satisfactory completion of a Criminal History Check.
- Demonstrated ability to support workplace health and safety, risk management and incident reporting requirements in an operational environment.

Desirable

- Qualifications in two or more of the aforementioned streams or either a postgraduate degree or diploma qualification in Business or Management would be highly regarded.
- Current Drivers Licence.
- Previous experience in working for an organisation operating across multiple sites with experience in project management and housing service management in remote areas

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Travel Requirements

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

Physical Requirements

The role requires the following physical aspects:

- Sitting and/or standing for extended periods
- Working indoors in an office environment
- Manual handling of objects below 10kg
- Travel in light aircraft or by 4WD vehicle on unsealed roads for lengthy periods

Employee Declaration

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

Signature _____ Date _____

Position Reporting Structure

