

# KATHERINE TOWN COUNCIL – POSITION DESCRIPTION



KATHERINE  
TOWN COUNCIL

1. POSITION INFORMATION			
POSITION TITLE	Manager Community Relations	REPORTS TO:	CEO
POSITION LEVEL	Contract	FINANCIAL DELEGATION	\$10,000
DEPARTMENT	Community Relations	BUSINESS UNIT:	Community Relations
REVIEWED BY	People and Culture	REVIEW DATE:	April 2027
APPROVAL DATE	April 2024	APPROVED BY:	CEO
2. POSITION CONTEXT			
<p>This position reports directly to the Chief Executive Officer. The Manager Community Relations is a position within Council's leadership team and is responsible for the function of the department of Community Relations and the delivery of community initiatives and services to the Katherine Municipality. The Manager Community Relations will lead a professional team to deliver the services of Council's Community Events, Programs, Initiatives, Customer Service, Library and Visitor Information Services.</p>			
3. POSITION'S KEY RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>• Deliver and manage the operational and strategic objectives of the community services, customer service, public library and visitor service functions of Council to ensure high quality, efficient service.</li> <li>• Direct, co-ordinate, program and lead the operations of the Community Relations under broad guidelines and within Council's policy.</li> <li>• Policy and program development for services within the Department.</li> <li>• Provide leadership for the Community Relations team, including demonstrating the desired behaviours and integrity reflected in Council policies, supporting staff development and competencies, effective performance management, mentoring and training.</li> <li>• Write standard and non-standard Council reports, preparing financial returns and acquittals, and meeting all legislative requirements.</li> <li>• Manage funded projects, participate in budget planning, development and monitoring and meet reporting and acquittal requirements and deadlines.</li> <li>• Continuously improve the accessibility, range and level of service delivered within the approved budget parameters</li> <li>• Develop and maintain strategic partnerships to assist in achieving high quality outcomes for the community</li> <li>• Oversee the operations and implementation of community-based events, cultural festivals and programs/initiatives that align with Council's vision, mission, values and goals.</li> <li>• Seek additional opportunities for strategies and initiatives that will add value to the Katherine Community and foster positive working relationships with staff of Council and the Katherine Community</li> <li>• Oversee the operations of the Katherine Public Library service, providing necessary support to the staff in the development and implementation of strategic library services.</li> <li>• Oversee the operations of the Katherine Visitor Information Centre, providing necessary support to the staff in the development and implementation of strategic visitor services.</li> <li>• Ensure policies and procedures relating to the department are current and reviewed as required. Lead policy development and ensure all staff understand their responsibilities relating to relevant policies.</li> <li>• Other duties as reasonably requested through the duration of your employment.</li> </ul>			
4. ORGANISATIONAL RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>• Ensure compliance with Workplace Health and Safety requirements.</li> </ul>			

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- Assist in the implementation of the Katherine Town Council’s Local Counter Disaster Sub-Plan in the event of a disaster;
- Foster sustainable, honest relationships with the community and stakeholders
- Perform and deliver results that align with organisations strategic direction and serve our community;
- Work in accordance with Council’s Vision and Mission statement.
- Provide excellent customer service through customer enquiries.

## 6. SELECTION CRITERIA

Essential	<ul style="list-style-type: none"> <li>• Tertiary qualifications in a relevant discipline and/or significant experience in a similar role.</li> <li>• Excellent interpersonal skills and ability to form strong working relationships.</li> <li>• Highly developed written and oral communications skills with the ability to write professional reports.</li> <li>• Experience in leading and positively engaging a team environment.</li> <li>• Ability to understand various legislations, statutory obligation, and Council policies in order to make informed decisions.</li> <li>• Ability to provide high-level problem-solving advice and guidance.</li> <li>• Demonstrated ability to contribute to and lead a high performing team.</li> <li>• Highly developed leadership and personnel development skills.</li> <li>• Highly developed organisational and time management skills.</li> <li>• Demonstrated staff management skills, in particular performance management, staff development and fostering positive working relationships.</li> <li>• Sound knowledge of event management and planning.</li> <li>• Sound knowledge of community facing services such as Library Services, Visitor Information Centre service or similar service.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Local Government Experience</li> </ul>

## 7. ACKNOWLEDGMENTS

Employee:		Date:
Manager/HR:		Date: