

Job Description

Agency	Department of Territory Families, Housing and Communities	Work unit	Regional Services Big Rivers - Housing and Communities
Job title	Manager Housing Operations	Designation	Senior Administrative Officer 1
Job type	Full time	Duration	Ongoing
Salary	\$126,030 - \$140,795	Location	Katherine
Position number	29246 RTF 292507	Closing	01/04/2024
Contact officer	Recruitment Officer on 08 8973 8531 or TFHC.NorthernRecruitment@nt.gov.au		
About the agency	https://tfhc.nt.gov.au/		
Apply online	https://jobs.nt.gov.au/Home/JobDetails?rtfld=292507		

APPLICATIONS MUST INCLUDE A ONE-PAGE SUMMARY ABOUT YOU, A DETAILED RESUME AND COPIES OF YOUR TERTIARY QUALIFICATIONS.

Information for applicants – inclusion and diversity and Special Measures recruitment plans

The NTPS values diversity. The NTPS encourages people from all diversity groups to apply for vacancies and accommodates people with disability by making reasonable workplace adjustments. If you require an adjustment for the recruitment process or job, please discuss this with the contact officer. For more information about applying for this position and the merit process, go to the [OCPE website](#).

Aboriginal applicants will be granted priority consideration for this vacancy. For more information on Special Measures plans, go to the [OCPE website](#).

Primary objective

Deliver leadership and management to the unit to enable effective, high quality, culturally appropriate delivery of Urban or Remote Public Housing services and other related programs in accordance with relevant legislation and Departmental policies and procedures. Undertake Contract Management in line with business programs to achieve better housing and employment outcomes for Indigenous people.

Key duties and responsibilities

1. Lead the implementation and delivery of housing and related services, including the ongoing analysis and review of changing client needs, management of more complex issues and implementation of key reforms to meet the department's strategies in a changing environment.
2. Identify staff development needs and training opportunities that ensure capability exists to carry out operational activities in an efficient and effective manner and to achieve required performance outcomes.
3. Prepare high standard, accurate and timely briefs, reports, high level submissions and Ministerial and Legislative assembly Briefs on operational Department of Housing issues.
4. Establish and maintain effective partnerships with key stakeholders, service providers, government and non-government agencies to deliver effective housing services.
5. Provide strategic advice to management and authoritative input into the development and review of housing operational programs, policies and procedures.
6. Respond positively to change with a commitment to ongoing improvement and professional development.

Selection criteria

Essential

1. High level leadership skills with extensive experience in staff management and proven ability to provide leadership in a changing organisational and frontline service delivery environment.
2. Ability to undertake strategic planning including the development of performance measures which are aligned with government policy, environmental change and client needs and the demonstrated capacity to negotiate required outcomes in complex situations.
3. Capacity to think laterally and show good judgement, intelligence and common sense in developing solutions based on strategic analysis.
4. Excellent interpersonal skills with the ability to express ideas clearly and communicate with influence to a range of internal and external stakeholders and clients, both orally and in writing, along with highly developed negotiation and conflict resolution skills. .
5. Ability to interact effectively with people of diverse cultures and continuously improve the delivery of housing services to meet the changing needs of the client base.
6. Current NT "C Class" driver's license or equivalent and the capacity to travel regularly to remote communities by road and/or light aircraft.

Desirable

1. Extensive experience working in Indigenous communities.
2. Tertiary qualifications relevant to the position and/or extensive relevant experience

Further information

The recommended applicant will be required to hold a current Working with Children Clearance notice and undergo a criminal history check (a criminal history will not exclude an applicant from this position unless it is a relevant criminal history).

Approved: March 2024

Kathryn Freeman, Executive Director, Big Rivers Region