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| Position Title: | Manager - Permits, Agreements and Compliance | | Position No: | R07 |
| Group: | Governance, Strategy and Communications | Service Area: | Permits, Agreements and Compliance Team (PACT) | |
| Classification Level: | Management (Service Area) | | | |
| Reports to: | General Manager, Governance, Strategy & Communication | Direct Reports: | Project Coordinator Permits; Senior Contracts Officer; Administration Officer | |
| Special Measures: | Yes - Priority Consideration Aboriginal and/or Torres Strait Islander People | | | |
| Location: | Darwin | | Date Approved: | June 2025 |

POSITION OVERVIEW

This Permits, Agreements and Compliance Manager is accountable for managing the Permits, Agreements and Compliance Team (PACT), ensuring that land access and use by third parties complies with conditions negotiated under the Aboriginal Land Rights Act and Native Title Act. This position is responsible for effective and compliant service delivery across the NLC, working closely with legal, regional development, anthropology, and other internal stakeholders. This position is central to advancing Council priorities and responding to the increasing complexity of land access and use across the NLC region.

The PACT Manager is expected to strengthen compliance systems, provide a point of escalation and support the protection of Aboriginal land and sea country, while fostering collaborative working relationships with Traditional Owners, regional offices, and government stakeholders.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

LEADERSHIP

- Lead by example as a motivating force in supporting delivery of NLC's statutory functions by embedding a strong centralised function to manage permits, land use agreements and compliance.
- Lead the negotiation and development of annual proposals, key deliverables, milestones and schedules for NLC compliance management.
- Actively contribute to the overall culture of the NLC by adopting the principles of the NLC People Centred Care and Leadership model.
- Lead, motivate, develop, and empower the PACT to achieve NLC strategic priorities within a framework that drives accountability ensuring the team have a clear understanding of their responsibilities, and encourage open and honest, two-way communication at all levels.



STRATEGY

- Align team deliverables with the NLC Strategic Plan and develop time-bound, action-oriented implementation plans.
- Lead collaborative reform agendas to identify new strategies and foster continuous improvement across the function.
- Implement approved strategies and associated processes to ensure the NLC is optimally delivering on its accountabilities in relation to the PACT functions.

STAKEHOLDER ENGAGEMENT / RELATIONSHIPS

- Cultivate collaborative relationships with Traditional Owners to support the NLC's TO-centric relationship model.
- Ensure proactive and effective relationships with all NLC regional offices and support regional services.
- Engage with Police and other services to facilitate timely responses to concerns.
- Build and maintain relationships with government agencies to ensure compliant and effective delivery of service area objectives.
- Participate in advocacy activities relevant to the service remit to inform policy and legislation related to Aboriginal land access.

SERVICE DELIVERY

- Lead the delivery of all key activities related to the Permits, Agreements and Compliance Team (PACT) function; specifically:
 - Agreement Compliance
 - Oversee monitoring and reporting of land use agreement (LUA) conditions.
 - Support Contract Managers and stakeholders in meeting their obligations.
 - Resolve breaches, investigate complaints, and escalate risks appropriately.
 - Deliver regular dashboard reporting to Council and Executive.
 - Permit Compliance
 - Coordinate uniform permit processes and decisions across NLC regions.
 - Act as escalation point for complex or revoked permits.
 - Lead investigations and stakeholder communication regarding permit conditions.
 - Manage research and high-risk permit applications and compliance.
 - Illegal entry and access to Aboriginal Land
 - Lead NLC responses to allegations of unauthorised access or activity on Aboriginal land.
 - Develop and manage an investigations database and standardised processes.
 - Build strong relationships with Police, Rangers, and Traditional Owners.
 - Support advocacy efforts to strengthen land access legislation and enforcement.
- Complete all reporting requirements in relation to our statutory obligations and other external / internal reporting requirements of the business, within required timeframes.
- Manage and monitor the Service Areas operational and financial performance and report accordingly.
- Assist with attaining and adhering to any obligations arising from the enterprise risk management framework.
- Oversee the review and subsequent development, implementation and maintenance of policies and procedures to maintain effective and efficient service delivery and business continuity.

PEOPLE MANAGEMENT

- Foster and maintain a People Centred Care management culture ensuring all people management practices are adhered to in accordance with our leadership model, policy, process and using best practice methodologies and pathways across the Service Area.
- Maintain accountability and responsibility for:
 - recruitment of leadership and other critical positions within the team

- the performance management of direct reports in accordance with the position requirements, NLC's organisational objectives
- nurturing and developing talent, business continuity plans and workforce succession planning
- actively supporting relevant Learning and development activities to enhance the service delivery of your team
- Champion key transformative people initiatives that support contemporary and culturally safe practice.

WORK HEALTH AND SAFETY

- Lead by example and cultivate a work culture and environment that prioritises the wellbeing, health and safety of our staff people centred care and leadership framework.
- Maintain Section team compliance and provide a safe working environment in accordance with, the NLC WH&S Management System and associated policies, procedures and plans ensuring you are fulfilling your duty of care in accordance with the legislative requirements.
- Actively support the review and investigation of critical as well as non-critical incidents and other hazards or risks identified in a timely manner.
- Promote and support organisational work health and safety initiatives.

Our Land, Our Sea, Our Life

SERVICE AREA LEADERSHIP CAPABILITY FRAMEWORK

| Accountability and Execution | | |
|------------------------------|--|--|
| Capability | Manage complex and non-complex Service Area priorities at a using contemporary (proactive) and traditional (reactive) approaches to service delivery | |
| What this looks like | Provide a strategic level of specialist, professional and/ or technical expertise to primarily internal stakeholders on potentially complex, sensitive and contentious matters. Drive a shared sense of purpose and accountability for outcomes across the Service Area. | Translate organisational strategy into operational goals, encouraging innovative thinking and collaborative problem-solving to support forward-looking decisions and effective outcomes. Ensure service delivery complies with relevant policies, regulations, and legislative requirements. |
| Collaboration and Influence | | |
| Capability | Establish and foster collaborative relationships with internal and external stakeholders | |
| What this looks like | Builds and sustains relationships with a network of key people internally and externally, leveraging influence to guide and shape decisions. Recognises shared agendas and works toward mutually beneficial outcomes. | Gathers and investigates information from a variety of sources, and explores new ideas and different viewpoints; finding opportunities to share information towards collaborative decision making. |
| Planning and Direction | | |
| Capability | Assess and explore various opportunities and mitigate or resolve obstacles to accomplish department goals that sustainably support the organisational strategic objectives. | |
| What this looks like | Considers the impacts of a wide range of issues, capitalises on the expertise and knowledge to anticipate, prioritise and develop business plans using integrated and risk-based methods. | Monitors ongoing service performance, responding to change and uncertainty in a positive and flexible manner, with an approach of continuous improvement. |
| People-Centred Leadership | | |
| Capability | Model, lead and foster a workforce with shared values, based on proactive wellbeing, inclusivity and safe work culture. | |
| What this looks like | Lead a culture that that prioritises the well-being of a diverse workforce. Model and lead a high-performance while navigating cross-cultural dynamics, maintaining values, conduct and performance standards. | Acts professionally and impartially at all times and operates within the boundaries of organisational processes. Encourages continuous learning, gives timely praise and recognition and addresses conflict and performance issues to ensure fair, equitable and sustainable outcomes. |
| Judgement and Discretion | | |
| Capability | Lead and foster effective decision making, taking onto account organisational risk in accordance with established management and governance systems. | |
| What this looks like | Undertakes objective, critical analysis and distils the core issues. Presents logical arguments and draws accurate conclusions. Anticipates and seeks to minimise risks. Breaks through problems and weighs up the options to identify solutions. | Exercise sound judgement and discretion in complex and sensitive situations, balancing competing priorities and making decisions that reflect the best interests of the organisation and its stakeholders. |

POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Minimum of three (3) years' experience leading teams, managing performance, supporting staff development, and creating a culturally safe and accountable workplace in a diverse and complex work environment.
- Minimum of five (5) years operational experience working in a similar role related to legislative and regulatory compliance, monitoring and reporting.
- Strong understanding of the Aboriginal Land Rights (Northern Territory) Act 1976, the Aboriginal Land Act 1978 and the Native Title Act 1993, including how they apply to land access, agreements, and compliance across the NLC region.
- Proven experience in leading multidisciplinary teams and managing compliance or governance responsibilities in complex environments.
- Experience in contract management, risk-based compliance, and resolving issues related to land access, permits, or agreement obligations.
- Skilled in building effective relationships with Traditional Owners, Aboriginal organisations, government agencies, and staff across various teams.
- Strong ability to analyse complex issues, investigate breaches, and prepare reports or dashboards to inform senior decision-making.
- High-level communication skills, including the ability to work respectfully and clearly with Aboriginal people in cross-cultural and remote settings.
- A current NT Driver's Licence
- Current Police Check
- Ability to travel regularly to or within remote areas in our regions

DESIRABLE REQUIREMENTS

- Bachelor's Degree in Business, Governance, Land management or a related discipline
- Background in Aboriginal land or sea management, particularly in the Northern Territory.
- Experience contributing to policy or legislation reform related to Aboriginal land rights or compliance frameworks.
- Understanding of Aboriginal governance structures, including how Land Councils support decision-making with Traditional Owners
- Sound understanding of the lived experiences and issues affecting Aboriginal people in the NLC region.