



<b>Job Title:</b>	<b>Regional Network Services Manager</b>	<b>Position No:</b>	<b>R108</b>
<b>Group:</b>	Regional Development	<b>Service Area:</b>	Regional Network Services
<b>Classification Level:</b>	Management (Service Area)		
<b>Reports to:</b>	General Manager Regional Development	<b>Direct Reports:</b>	Regional Managers-West Arnhem, East Arnhem, Borroloola Barkly, Katherine, DDW Logistics and Customer Service Manager
<b>Special Measures:</b>	Yes - <i>Priority Consideration Aboriginal and/or Torres Strait Islander Positions</i>		
<b>Location:</b>	Darwin/ Katherine	<b>Date Approved:</b>	Sep 2025

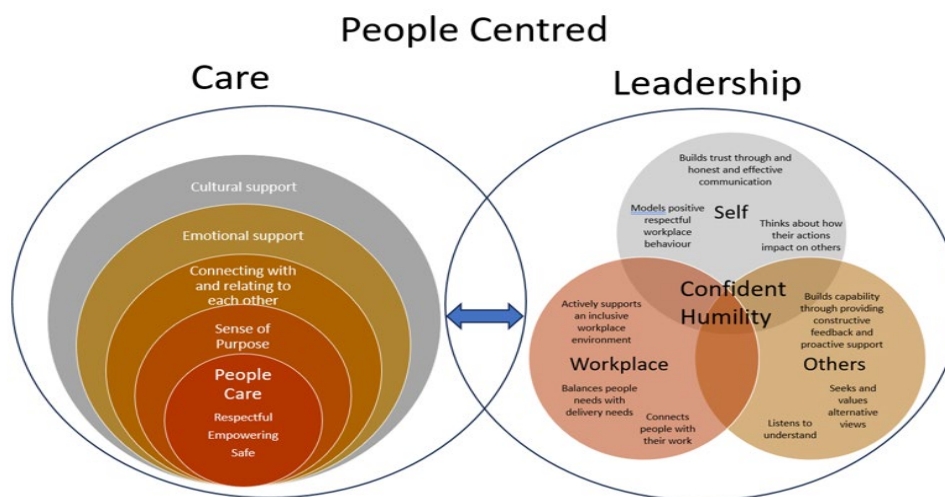
## POSITION OVERVIEW

The Regional Network Services Manager is accountable for driving our regionalisation strategies and activities across our seven regions as we actively work towards “Building the Bush”. This position is accountable for providing operational leadership, oversight and direction to the Regional Office Network team and the associated centralised Customer Service and Logistic Function. The Regional Network Services Manager is responsible for delivering our regional network services efficiently and effectively in collaboration with internal and external stakeholders and incorporates ensuring operational administration, procurement and people centred management principles are used to build a cohesive team that delivers on the NLC’s relevant statutory obligations under the Aboriginal Land Rights Act (NT) 1976 (ALRA) and the associated service to our constituents.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

### LEADERSHIP

- Lead by example as a motivating force in NLC’s representative role, advocacy role and our statutory functions and drive delivery on the NLC’s vision, mission, values and strategic priorities relevant to the Regional Development function.
- Actively contribute to the overall culture of the NLC by adopting the principles of the NLC People Centred Care and Leadership model, enabling positive contributions to enhance employee engagement and job satisfaction across the Regional Network Service Area.
- Lead, motivate, develop, and empower the Regional Network team to achieve NLC strategic priorities, organisational and service area objectives, within a framework that drives accountability and achievement.
- Ensure all Section Leaders have a clear understanding of their responsibilities, and encourage open and honest, two-way communication at all levels.



## STRATEGY

- Continue to review and assess the regional network service delivery and structure in order to identify new strategies, initiatives, and innovative courses of action to foster a culture of continuous improvement in line with our Traditional Owner (TO) centric model.
- In conjunction with the Regional Network Section Leaders develop time bound, action-oriented implementation plans to ensure the achievement of the stated strategic priorities and direction.
- Lead and support the integration and innovation of regional scheduling and planning across the organisation to foster a spirit of cooperation and mutual support between operational areas in the pursuit of NLC service outcomes.
- Provide high-level analysis and advice to the General Manager on regional issues, including environmental, social, economic development and political factors that may impact our strategic direction and future operations.

## STAKEHOLDER ENGAGEMENT / RELATIONSHIPS

- Cultivate and maintain collaborative relationships with our Executive Council and Traditional Owners (TO) to support the NLC TO centric relationship model.
- Build and maintain relationships with all relevant key stakeholders (including) government agencies to ensure compliant and effective delivery of the strategic and other benefits of the regional network service funding.
- Actively assist and implement any change agendas and continuous improvement; informed by the views of the Council, constituents and the Senior Leadership Team (SLT) proactively facilitating ongoing stakeholder commitment to objectives and implementation plans.

## SERVICE DELIVERY

- Oversee and ensure the effective, compliant, reliant and performance-based service delivery across the following regions and operations: -
  - West Arnhem
  - East Arnhem
  - Borroloola Barkly
  - Katherine
  - Darwin Daly Wagait
  - Logistics and Customer Service
- Oversee the development, implementation and maintenance of operational service standards for effective and efficient service delivery across the regional network.
- Manage the effective implementation of NLC projects and programs as relevant to the remit.
- Implementation and monitoring of Regional Network Services plans, operating budgets and reporting, in line with NLC financial and human resource delegations and instruction to meet financial and performance reporting requirements.
- Complete all reporting requirements in relation to the regional network statutory obligations and other external / internal reporting relevant to the operation, delivered to standard within required timeframes.
- Ensure all sections teams are adhering to all relevant compliance, governance and legislative requirements within their allocated region / area of business.
- Manage and monitor the regional network operational and financial performance and report accordingly.
- Assist with attaining and adhering to any obligations arising from the Enterprise Risk Management Framework.
- Contribute to 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 and drive key transformative people related initiatives that are designed to guide the NLC into a space of 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 both our staff and constituents embracing our people centred care and leadership framework.
- Maintain Service Area compliance with, 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 review and investigate critical as well as non-critical incidents and other hazards or risks identified in a responsible and timely manner and support organisational initiatives.

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## SERVICE AREA LEADERSHIP CAPABILITY FRAMEWORK

Accountability and Execution		
Capability	<b>Manage complex and non-complex Service Area priorities at a using contemporary (proactive) and traditional (reactive) approaches to service delivery</b>	
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	<b>Establish and foster collaborative relationships with internal and external stakeholders</b>	
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	<b>Assess and explore various opportunities and mitigate or resolve obstacles to accomplish department goals that sustainably support the organisational strategic objectives.</b>	
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	<b>Model, lead and foster a workforce with shared values, based on proactive wellbeing, inclusivity and safe work culture.</b>	
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	<b>Lead and foster effective decision making, taking onto account organisational risk in accordance with established management and governance systems.</b>	
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

- A minimum of three (3) years' experience in an operational management role, which includes experience in the management of remote service delivery in a diverse and complex environment.
- A minimum of three (3) years supervisory experience in leading remote teams which demonstrates the ability to build, lead and inspire teams.
- Sound knowledge of the Aboriginal Land Rights (NT) Act 1976 and the Native Title Act 1993 and other Legislation which affects the land rights of Aboriginal people in the NT.
- Significant knowledge, understanding and respect of Indigenous Australian culture, customs and society and the ability to gain and maintain credibility with Aboriginal and/or Torres Strait Islander people, communities and organisations.
- Exceptional organisational skills and focus, including a capacity to effectively and efficiently prioritise tasks and manage time in accordance with strict deadlines, with meticulous attention to detail.
- Sound written communication skills including submissions, business communication and reporting
- Sound computer literacy skills in Microsoft Office Suite and other relevant software programs
- Significant travel to remote areas using 4WD vehicles is involved so possession of a "C" class drivers licences and ability to safely drive a manual 4WD drive vehicles is essential.
- National Police Clearance

### DESIRABLE REQUIREMENTS

- Tertiary qualifications in a relevant field such as business, regional development, land use planning and land use management or a similar field.
- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.