



Position Title:	Applications Reforms Manager	Position No:	LBS03
Group:	Law, Country and Partnerships	Service Area:	Legal Services
Classification Level:			
Reports to:	General Counsel	Direct Reports:	Nil
Special Measures:	No - Not Applicable		
Location:	Darwin	Date Approved:	13 October 2026

POSITION OVERVIEW

The Applications Reform Manager is a senior specialist role responsible for improving, coordinating and maintaining the Legal Services component of the NLC's Section 19 application process. The position supports the timely and effective progression of matters by strengthening workflows, systems, information management, quality assurance and cross-functional hand-offs.

Working closely with Legal Services, Land Management, Anthropology and other relevant NLC functions, the position identifies process risks and bottlenecks, supports consistent matter progression and implements practical reforms to improve visibility, accountability and service delivery. Within approved governance and legal practice arrangements, the position is authorised to coordinate required inputs, establish process actions and timeframes, follow up responsible contributors and escalate matters where progress, risk or compliance requires management or legal intervention.

The role operates within the NLC's statutory and governance framework, including the Aboriginal Land Rights (Northern Territory) Act 1976 and other relevant legislation. It does not provide legal advice or undertake legal practice; legal interpretation and advice remain the responsibility of appropriately qualified legal practitioners.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

SECTION 19 PROCESS REFORM AND GOVERNANCE

- Lead the review, improvement and ongoing maintenance of the Legal Services component of the Section 19 applications process.
- Develop and maintain clear workflows, responsibilities, process controls and governance documentation to support consistent and accountable matter progression.
- Identify systemic gaps and recurring process failures and implement practical reforms to improve timeliness, visibility and service delivery.
- Ensure all processes operate consistently with relevant legislation, NLC policy and approved legal practice arrangements, with matters requiring legal interpretation or advice referred to appropriately qualified legal practitioners.

MATTER WORKFLOW AND EXECUTION COORDINATION

- Drive and coordinate progression of Section 19 matters through the Legal Services workflow, establishing required actions dependencies, responsible contributors and timeframes to support timely completion.
- Maintain active oversight of the Legal Services matter pipeline, including authority to seek status updates, follow up outstanding actions and identify matters requiring intervention or escalation
- Follow up and coordinate information and actions required to progress matters, and escalate delays, unresolved issues or non-compliance with agreed process requirements to the appropriate senior manager or legal practitioner.
- Follow up information and actions required to progress matters and escalate material delays or unresolved issues to General Counsel.
- Support matter closure, including records, system updates and transfer of information required for ongoing agreement administration and compliance.



SYSTEMS, DATA AND QUALITY ASSURANCE

- Maintain and improve systems used by Legal Services to track Section 19 matters and support accurate, timely and accessible information.
- Ensure matter data, records and status information are complete, current and consistent across relevant systems.
- Develop and maintain templates, data controls and quality standards that reduce errors, rework and inconsistent practice.
- Undertake quality assurance of process records and completion requirements to support compliance, data integrity and reliable reporting.
- Support integration between Legal Services systems and broader NLC records, reporting and operational processes.

CROSS-FUNCTIONAL COORDINATION AND STAKEHOLDER ENGAGEMENT

- Build and maintain effective working relationships with Legal Services, Land Management, Anthropology and other NLC functions involved in the Section 19 process.
- Coordinate cross-functional inputs and convene relevant contributors where required to clarify roles, resolve process dependencies and progress outstanding actions.
- Act as a central process coordination point for Section 19 matters within Legal Services, facilitating resolution of issues across functions and escalating matters that cannot be resolved within the position's authority.
- Engage with relevant internal and external stakeholders within established role boundaries to support effective and coordinated process outcomes.

REPORTING, RISK AND CONTINUOUS IMPROVEMENT

- Prepare clear reporting on Section 19 matter volumes, status, ageing, bottlenecks and emerging process risks.
- Analyse workflow trends and recurring issues to inform priorities for process improvement and stronger controls.
- Escalate material process, governance or delivery risks and through the appropriate management or legal channels.
- Monitor implementation of agreed improvement actions arising from reviews, audits, operational experience or changes to process requirements.

CULTURAL AND STAKEHOLDER CONTEXT

- Apply culturally appropriate and respectful practices in coordinating Section 19 matters, recognising the interests, rights and perspectives of Traditional Owners and affected Aboriginal groups.
- Ensure process reforms and workflow arrangements support NLC's Traditional Owner-centred service model and established cultural protocols.

CORPORATE AND ORGANISATIONAL RESPONSIBILITIES

- Comply with NLC policy and procedures at both an organisational and operational level, ensuring that appropriate standards and operational protocols are maintained at all times.
- Perform any other reasonable tasks and duties that are required, that are within the scope of your position classification, service area and skill set as required.
- Adhere to the NLC Code of Conduct and work in a manner which is professional, respectful, and collaborative to foster sound working relationships within your immediate team and the broader organisation.
- Actively participate in performance enhancement processes and learning and development requirements of your role.
- Ensure your personal health and safety and that of others by undertaking your duties and tasks in a safe manner.



- Report all hazards and incidents to your direct supervisor immediately and complete all incident reporting requirements within the timeframes specified.

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POSITION REQUIREMENTS

ESSENTIAL REQUIREMENTS

- Tertiary qualifications in a relevant discipline such as business, law, information technology or project management, or equivalent relevant experience in a legal, regulatory, governance or business process environment.
- Experience leading process reform, workflow improvement, project delivery or systems coordination in a complex service environment.
- Ability to coordinate multidisciplinary contributors, manage competing priorities and influence outcomes across organisational boundaries without formal line authority.
- Strong systems capability, including matter management, workflow, records, reporting or process-control systems.
- Sound knowledge of legislation affecting Aboriginal land and sea management, including the Aboriginal Land Rights (Northern Territory) Act 1976 (Cth) and Native Title Act 1993 (Cth), sufficient to support process coordination and identify matters requiring legal referral.
- Ability to identify and analyse process, governance and operational risks and develop practical responses or escalation pathways.
- High-level cross-cultural, interpersonal and written communication skills, with the ability to build productive relationships and prepare clear reports, briefs, process documentation and formal correspondence.
- Current C Class Driver Licence.

DESIRABLE REQUIREMENTS

- Understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Experience working in legal services, statutory land administration, agreement-making, regulated processes or a comparable environment.