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| **Position Title:** | **Coordinator Benefits Distribution Consultation and Administration** | **Position No:** | **CF30** |
| **Group:** | Corporate Services | **Service Area:** | Benefits Distribution |
| **Reports to:** | Benefits Distribution Manager | **Direct Reports:** | Consultation & Administration Officers (A45, CF31, CF32, CF41, CF43, CF45) |
| **Classification Level:** | Senior Professional Officer - SPO | | |
| **Location:** | Darwin | **Date Approved:** | October 2026 |
| **Special Measures:** | No - Not Applicable | | |

## POSITION OVERVIEW

The Coordinator – Benefits Distribution Consultation and Administration provides senior professional leadership in the coordination and delivery of benefits distribution consultations and associated administration. It applies professional judgement to support culturally appropriate engagement with Traditional Owners and ensures compliance with legislative and organisational requirements.

The position contributes to improving processes, interpreting policies and supporting consistent, high-quality outcomes across the Benefits Distribution function. The role operates with a degree of independence, providing advice and guidance while working within established frameworks.

## KEY RESPONSIBILITIES

### LEADERSHIP

- Provide operational and professional leadership to the team, ensuring consistent application of policies and procedures.
- Support staff capability development through mentoring, coaching and guidance.
- Foster a respectful, culturally safe and high-performing team environment aligned with organisational values.

### STAKEHOLDER ENGAGEMENT

- Build and maintain effective working relationships with Traditional Owners, community groups and internal stakeholders.
- Provide advice on consultation processes to ensure culturally appropriate engagement.
- Collaborate with internal teams to support coordinated service delivery outcomes.
- Escalate complex or sensitive matters to the Benefits Distribution Manager.

### UNIT SERVICE OPERATIONS

- Lead, coordinate and monitor the unit's operational service outcomes and performance in accordance with operational plans and requirements.
- Liaise with the relevant NLC staff to obtain up-to-date TOs and community group lists and report any changes as required.
- Interpret and apply relevant policies, procedures and legislation in operational contexts.
- Provide advice within established frameworks and escalate high-risk or complex matters as required.
- Monitor team performance to ensure compliance with policies, procedures and service standards.

- Ensure accurate records, reporting and compliance with audit requirements.
- Ensure the team: -
    - Coordinates consultations with Traditional Owners to support benefits distribution in line with legislative and policy requirements.
    - Ensures accurate recording of consultation outcomes, including file notes, attendance lists and reports.
- Liaise with the relevant NLC staff to obtain up-to-date TOs and community group lists and report any changes as required.
- Coordinate meeting logistics, travel and communication with regional staff as required.
- Identify opportunities to improve processes and contribute to continuous improvement initiatives.

### PEOPLE MANAGEMENT

- The role is responsible for supervising the unit workforce and supporting performance at an operational level. It acts within the Management Levels of Authority and is responsible for:
    - Day-to-day supervision of staff.
    - Providing feedback and addressing routine performance matters.
    - Managing attendance and leave within delegation.
    - Operational workforce coordination, including roster planning and short-term resource allocation.
    - Supporting recruitment processes as required.
    - Identifying development needs and supporting on-the-job learning.
- Escalate formal conduct processes, complex performance issues, establishment changes and longer-term workforce planning to the Benefits Distribution Manager

### WORK HEALTH AND SAFETY

- Promote safe work practices within the unit.
- Ensure compliance with safe work procedures.
- Monitor and report hazards or incidents.
- Support implementation of WHS requirements within the unit.
- Escalate significant or systemic WHS risks.
- The role is responsible for WHS implementation within the unit but does not hold section-level WHS accountability.

## AUTHORISATIONS & ACCOUNTABILITIES – INFORMATION SECTION

**Financial Authorisation - Band 6**

- Approve routine operating expenditure within unit allocation and authorisation.
- Support procurement processes within approved budget.
- Monitor expenditure within unit responsibilities.
- Escalate budget pressures or financial risks to the Benefits Distribution Unit manager

**Governance Accountability**

- Ensure compliance with policies and procedures in day-to-day operations.
- Maintain accurate documentation and reporting at unit level.
- Escalate compliance or control issues to the Benefits Distribution Unit manager

**Decision-Making Authority**

- Make operational decisions within established procedures.
- Allocate daily tasks and resources.
- Apply policies as written.

- Escalate matters requiring policy interpretation or financial discretion beyond delegation.
- Decision autonomy is operational and bounded by established frameworks.

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## POSITION REQUIREMENTS

### ESSENTIAL REQUIREMENTS

- Degree level qualification in Business or relevant field and/or equivalent work experience covering consultation, negotiation, mediation and operational logistics.
- Minimum of three (3) years' practical experience in coordination, administration, or stakeholder engagement.
- Experience in supervising or mentoring staff
- Knowledge and understanding of the relevant legislation affecting Aboriginal land and sea management including the Aboriginal Land Rights (Northern Territory) Act 1976 (Cth.) and the Native Title Act 1993 (Cth.)
- Demonstrated understanding of, and interest in, the lived experiences of Aboriginal people in the NLC region.
- Demonstrated high-level cross-cultural, interpersonal and verbal communication skills, with the ability to effectively liaise, engage and coordinate across an organisation and build productive working relationships with colleagues, constituents and external stakeholders.
- Demonstrated job capabilities, including the ability to follow instructions, apply sound judgement, and make effective decisions in a complex environment.
- Demonstrated behaviour capabilities.
- Current C Class Drivers Licence and the ability and willingness to undertake remote travel in a manual 4WD vehicle or light aircraft.

### DESIRABLE REQUIREMENTS

- Experience supporting or facilitating consultations with Aboriginal communities, particularly in remote settings.
- Experience working within a government, statutory authority, or not-for-profit organisation.