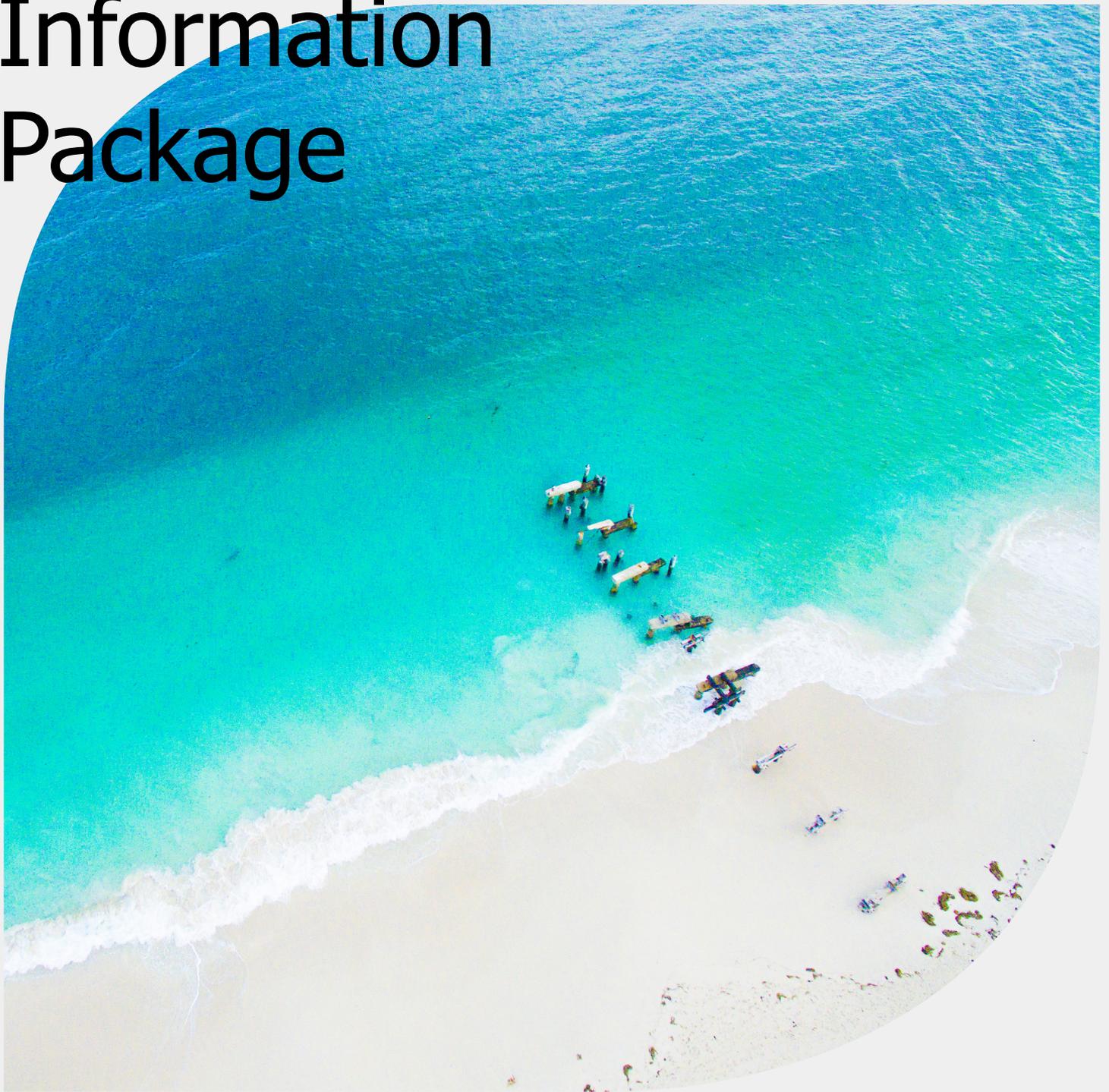


Employment Information Package



MANAGER CUSTOMER & COMMUNITY SERVICE

Enquiries:

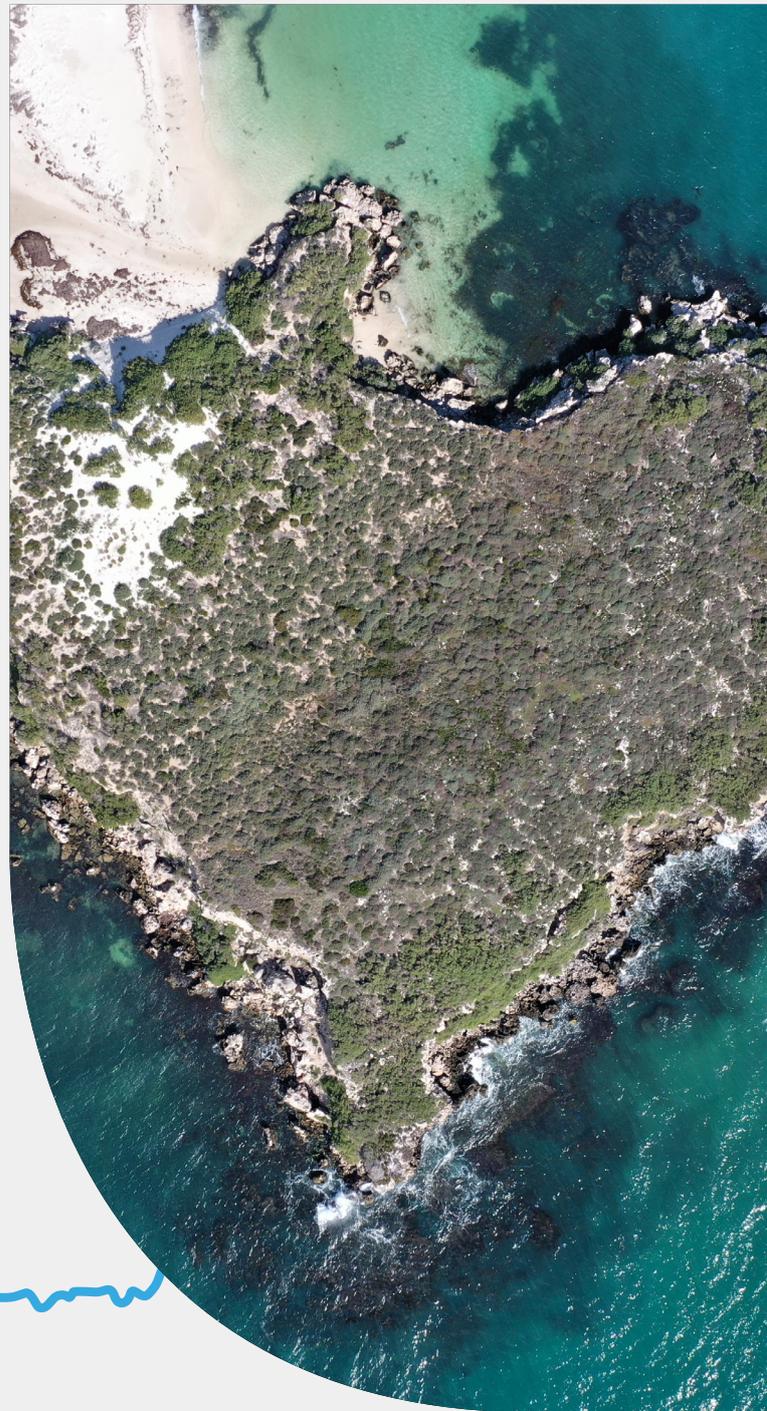
Lauren Miles
Human Resources Coordinator
08 9652 0800
hr@dandaragan.wa.gov.au

Applications close 3 April 2026

The Shire of Dandaragan reserves the right to close this advertisement prior to the closing date.



Introduction



Just 2 hours
from Perth

Working near pristine beaches, rugged cliffs, and the iconic Pinnacles probably makes each workday seem like a holiday. And it's true, it is a bit like that - but that's only the half of it. While there is no doubt a relaxing and welcoming atmosphere at the Shire of Dandaragan, it's not a job you get when you've checked out and are looking to do the bare minimum. It's a place with real career progression, a place that stimulates you the perfect amount, and it's a place where you can make a real difference in your community. Work/life balance is something that's on a lot of people's minds lately, but with a job at the Shire of Dandaragan, it's not something you ever have to worry about.

Why not check out the region at visitturquoisecoast.com.au

What makes Dandaragan a great place to work?



Location

Stunning natural landscapes and outdoor recreational activities are right at your doorstep. You can experience new places, cultures and social atmospheres wherever you go. And, there's a laid-back atmosphere and friendly community at every turn. In such a lovely area surrounded by natural beauty, is it any surprise the people are just as nice?



Community

Beyond making a significant impact in the local community, you'll also be a part of the community. As well as shorter commutes and more personal time, the local community also contributes to the more relaxed lifestyle.

The Shire



The Shire offers excellent job stability, whilst also offering plenty of opportunities for career growth and progression, so it never feels like you're stuck. We also offer competitive wages and benefits to similar industries, as well as flexible working arrangements - such as options for remote work and accommodations for appointments.



**MANAGER CUSTOMER & COMMUNITY SERVICE
FULL-TIME OR PART-TIME (0.8FTE)
12 MONTH MATERNITY LEAVE CONTRACT**

The Shire of Dandaragan is seeking an experienced and community focused Manager Customer & Community Service to provide strategic leadership and operational oversight across our community development, visitor services, and library functions. This is an exciting opportunity for a motivated leader who is passionate about strengthening community connections, supporting local initiatives, and delivering high quality services across our growing coastal region.

About the Role

Reporting directly to the Chief Executive Officer, you will drive the Shire's community development agenda, lead key engagement projects, and oversee the delivery of programs, services and facilities that enhance community participation and wellbeing. You will work closely with Council, the Executive Management Team, local organisations, volunteers, businesses, and government partners to ensure our community services are responsive, effective and aligned with strategic priorities.

Key Responsibilities

In this role, you will lead the development, delivery and evaluation of community programs and events while overseeing the operations of the Turquoise Coast Visitor Centre and Shire libraries. You will facilitate best practice community engagement, provide strategic and governance advice to the CEO and Council, and prepare reports, submissions and briefings that support informed decision making. The position also involves assisting community groups with project planning, governance and funding, managing communications and media activities to promote Shire initiatives, and fostering a collaborative, high performing and customer focused team culture.

How to Apply

To be considered for this position, each of the following must be submitted with your job application:

1. **A cover letter** - outlining how you meet the requirements of the role
2. **A current resume**
3. **A completed application form** - found within this Information Pack.

If this valued role appeals to you, an information package is available on the Shire's website www.dandaragan.wa.gov.au/employment or contact Lauren Miles HR Coordinator hr@dandaragan.wa.gov.au or on (089652 0800).

Applications close at 4:00pm 3 April 2026

The Shire of Dandaragan is an equal opportunity employer.

**Brent Bailey
CHIEF EXECUTIVE OFFICER**

Shire of Dandaragan
Position Description - Manager Customer & Community Service

JOB SPECIFICATIONS / DUTY STATEMENT

Position Title	Manager Customer & Community Service
Tenure	Part-Time/Full-Time 12 Month Contract
Primary Place of Employment	Jurien Bay Administration Centre, 69 Bashford Street, Jurien Bay
Award	Level 9 of the Local Government Industry Award 2020 Industrial Agreement (formerly the <i>Local Government Industry Award 2020</i> as at 1 January 2023)
Department	Office of the CEO
Accountable to	Chief Executive Officer
Accountable for	Visitor Centre Staff Library Staff and Library contract holders Community Development Officer(s)
Internal Liaison	Executive Management Team Council Corporate and Operational Service Teams
External Liaison	Residents, ratepayers and community members Community and volunteer groups Local businesses and tourism operators Neighbouring local governments and regional bodies State and Federal government departments Not-for-profit organisations, service providers and funding bodies

POSITION OBJECTIVES:

The Manager Customer & Community Service provides strategic leadership and operational oversight of the Shire's community development, visitor services and library functions.

The role delivers high-level advice to Council and the Executive Management Team, strengthens community engagement, supports local groups, and ensures programs and services align with the Council Plan.

REQUIREMENTS OF THE POSITION:

Skills	Essential	Desirable
Community engagement design and facilitation	✓	

Shire of Dandaragan
Position Description - Manager Customer & Community Service

Strong project management skills, including leading, monitoring and delivering multiple projects.	✓	
Team leadership, coaching and performance development	✓	
Stakeholder and partnership building at a strategic level	✓	
Highly developed oral and written communication skills, including report writing.	✓	
Knowledge	Essential	Desirable
Understanding of community development principles, community infrastructure delivered by local governments, and sustainable program delivery.	✓	
Experience	Essential	Desirable
Working with key stakeholders and community groups.	✓	
Experience in delivering community development activities with financial responsibilities and administration roles.	✓	
Demonstrated experience in applying for and gaining funding for complex projects.		✓
Qualifications and Training	Essential	Desirable
Tertiary qualifications in community development, social services or related field, or substantial relevant experience		✓

KEY DUTIES / RESPONSIBILITIES:

General

- Provide strategic, governance and operational advice to Council and the Executive Management Team on community development matters.
- Drive the implementation of the Shire's Community Development Plan.
- Contribute to the development and implementation of the Council Plan and other key strategic documents.
- Prepare reports, submissions and briefing materials for Council meetings and committees.
- Provide professional support to the Executive Management Team on community development matters requiring discretion, initiative and sound judgement.
- Lead community engagement and consultation processes in line with best practice principles.

Shire of Dandaragan
Position Description - Manager Customer & Community Service

- Support community committees and local organisations in planning and project delivery.
- Develop and deliver community programs, club development, events and initiatives that enhance community resilience and participation.
- Coordinate activation of the Civic Centre and other community facilities to strengthen local engagement.
- Prepare and support grant and funding submissions for both the Shire and community groups.
- Oversee operations of the Turquoise Coast Visitor Centre and Shire libraries.
- Implement service improvements aligned with community needs and strategic objectives.
- Develop and coordinate relevant promotional activities, media relations and public communications.
- Prepare media releases and manage liaison with media outlets.
- Support maintenance of the Shire's website and social media platforms.
- Lead and manage the Community and Customer Service team, including performance management and development.
- Foster a high-performing, collaborative and customer-focused team culture.

Occupational Safety & Health

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure your own safety and health and that of others, and to abide by your duty of care provided for in the legislation.
- Report any injury, hazard or illness immediately, where practical to your supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

EXTENT OF AUTHORITY:

Operates under the general direction of the Chief Executive Officer in accordance with policies and procedures.

Shire of Dandaragan
Position Description - Manager Customer & Community Service

Exercises a significant degree of autonomy and responsible for prioritising own work.

Able to make purchases up to level 4 as per *Delegation 1.3.7 Financial Management Systems and Procedures* which are relevant to the requirements of operations.

TRAINING, CONFERENCES, SEMINARS:

The Shire actively supports ongoing learning and skill development for its workforce. Access to training and professional development opportunities will be provided where they are directly linked to the requirements and outcomes of the role.

AWARD:

General conditions of employment are offered on the basis of the Local Government Industry Award 2020 Industrial Agreement (formerly the *Local Government Industry Award 2020* as at 1 January 2023)

Equal Employment Opportunity and Diversity Position Statement:

The Shire will ensure equal employment opportunity for all its employees and applicants for employment.

Its commitment is to promote and afford equal treatment and to assure equal employment opportunity to all persons regardless of sex, gender history, marital status, pregnancy, family responsibility, family status, race, political conviction, religious conviction, sexual orientation, age, spent conviction and impairment (unless such impairment prevents the performance of the required functions of the position).

The objectives of the Shire are to:

- *ensure fair treatment and non-discrimination in hiring and employment; and*
- *ensure compliance with State and Federal Acts and Regulations relating to equal employment opportunity and discrimination.*

This statement applies to every aspect of employment including, but not limited to, recruitment and selection, training and development, promotion, retention and the terms and conditions of employment.

APPLICATION FORM

(Ensure to complete this form and attach to your application)



POSITION DETAILS			
Position Advertised:			
Location:			
PERSONAL DETAILS			
Surname:		Title: <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss	
Given Names:		Date of Birth:	
Address:			
Suburb:		Postcode:	
Daytime Contact No:		Email:	
Nationality:	Are you a permanent resident of Australia, or have you been granted permanent residence? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If no, please attach copy of a Visa validating permission to work in Australia.</i>		
Do you hold a current unrestricted Western Australian Motor Vehicle Driver's Licence : <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other: Licence Class (<i>circle</i>): C / R / RE / LR / MR / HR / HC / MC			
EMPLOYMENT HISTORY			
<input type="checkbox"/> Refer to attached CV / Resume for complete details (<i>please tick if attached</i>)			
Period of Employment	Name of Employer	Position Held	Reason for Leaving
EMPLOYMENT REFERENCES			
<i>Please provide details of at least two contactable work-related referees ie your present or most recent employers / supervisors.</i>			
(Referee 1) Name:		(Referee 2) Name:	
Position Held:		Position Held:	
Company:		Company:	
Contact No:		Contact No:	
How soon would you be able to commence work?		If currently employed, what is the minimum period of notice required:	

EDUCATION / TRADE DETAILS		
<input type="checkbox"/> Refer to attached Resume for complete details (please tick if attached)		
Highest Level attained (eg. Year 10, 11, 12, TAFE, University):		
Year	Name of School / Institution	Certificate / Qualification Obtained
Current Studies being undertaken		
Year Commenced	Name of School / Institution	Details
Other Qualifications / Training (eg trade details, certificates / licences held, or other relevant information):		
SUPPLEMENTARY DETAILS - HEALTH / MEDICAL ISSUES		
Do you consider your overall health to be: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Fair		
Are there any reasons you may be unable to carry out the full requirements of this position? <input type="checkbox"/> No <input type="checkbox"/> Yes, please give details:		
SUPPLEMENTARY DETAILS - CONVICTIONS		
Have you ever been convicted of any offence in any court or are you currently the subject of any charges pending? (You do not need to give details of any conviction that has been declared spent under the Spent Convictions Act 1988). <input type="checkbox"/> No <input type="checkbox"/> Yes		
Please provide details:		
A criminal record is not a barrier to the consideration of an application for employment. Applicants who have a record of conviction are invited to discuss its relevance or otherwise to the position being applied for.		
HOW DID YOU FIND OUT ABOUT THIS POSITION		
How did you find out about this position? (ie Facebook, newspaper, Shire website, local paper etc)		
CHECKLIST		
<input type="checkbox"/> Application Form Completed	<input type="checkbox"/> Covering Letter	
<input type="checkbox"/> Position Selection Criteria Addressed	<input type="checkbox"/> Current CV / Resume Attached	
<input type="checkbox"/> Required Documentation Attached	<input type="checkbox"/> Original/s will be provided at Interview (eg. police clearance, licences, etc)	
APPLICANT DECLARATION		
1. I certify that the information contained in this application is to the best of my knowledge and belief, true, accurate and current in every detail, with no impending issues or claims apparent that may affect consideration of this application or the requirements of any position for which I am applying. 2. I understand that Council reserves the right to verify all information on this application and that any false or misleading statements will be considered sufficient cause for the application to be rejected, or for immediate dismissal if appointed. 3. I understand that Council's recruitment and selection procedure involves a pre-employment medical examination by a Council approved medical centre, at Council's expense, and that original results of this examination are required to be disclosed to this organisation.		
Signature of applicant:		Date:



69 Bashford Street
Jurien Bay, WA 6516
08 9652 0800
www.dandaragan.wa.gov.au/employment

