

Senior Safer Communities Officer (Parking & Litter)



Position Description

opportunity » growth » lifestyle

POSITION NO:	930180
DIRECTORATE:	Communities
DEPARTMENT:	Safer Communities
SECTION:	Safer Communities
STATUS:	Full time
CLASSIFICATION:	Band 6
LOCATION:	Civic Centre
APPROVED BY:	Director Communities
DATE:	September 2024

POSITION OBJECTIVE(S)/GOAL(S):

- To oversee Local Laws and Parking Services to ensure investigation, compliance and enforcement of the relevant legislation.
- To oversee the management of Crime Prevention and Litter Investigation through the operation of Council's mobile and fixed security cameras, to enhance safety in the community.

KEY OUTCOMES AND RESPONSIBILITIES:

Key Outcomes

- Ensure that Council's statutory obligations for which the unit is responsible are carried out in a professional and timely manner.
- Undertaking and enforcement action in relation to breaches of relevant legislation regulations and Local Laws.
- Provide leadership and supervise the activities of the team in accordance with Council's policies and procedures.
- Conduct general public safety patrols throughout the municipality as required and action statutory breaches in accordance with legislation regulations in a timely manner.
- Identify emerging trends, issues and opportunities with regard to enforcement and education opportunities and develop appropriate responses.
- Represent Council in a professional manner as an informant in prosecutions for Council when required attend court and supported by the Coordinator Prosecutions.
- Manage and investigate a range of issues in relation to Local Laws, Litter, CCTV and Parking enforcement.

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature

concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.

- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement, including the ability to undertake school crossing supervision where required.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: **YES**

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: **YES**

AUTHORISATION/DELEGATION:

The incumbent will be an Authorised Officer under appropriate delegations: **YES**

ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:

Reports to:	Coordinator Safer Communities
Supervises:	Parking Officers, Safer Communities Officers (Litter & CCTV)
Internal contacts:	All Council Staff
External contacts:	Public, Ratepayers, Officers of other Municipalities, Community Groups, VicRoads, Registrar of the Infringements Court, Victoria Police, Country Fire Authority

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Undertaking and overseeing enforcement action in relation to breaches of relevant legislation regulations and Local Laws.
- Ensuring accurate, timely, well produced reports, briefs of evidence, associated correspondence and

statistical data in accordance with legislative requirements and Council's policies and procedures.

- Meeting agreed priorities and performance standards and adhering to schedules and deadlines.
- Ensuring effective management of the CCTV Camera Program.

The incumbent has the following delegations:

- Signing permits, notices and infringements pertaining to the various legislation, regulations and local laws
- Approval of expenditure to \$5,000.00

The incumbent is accountable for:

- Exercising delegated authorities appropriately and in accordance with the relevant Instrument(s) of Delegation and legislation, as set out in the specific Instrument of Appointment and Authorisation, once signed by the Chief Executive Officer.
- Adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Providing professional advice and support on a range of parking enforcement and compliance issues.
- Issuing permits and infringements in accordance with Council's policies and procedures and the relevant legislation.
- Deciding when matters which present a risk to the community or could damage the reputation of Council should be escalated to the Coordinator Safer Communities.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Demonstrated investigative and analytical skills.
- Technological skills to fulfil the requirements of the position.
- Ability to investigate complex matters and identify and collect evidence in a timely and effective manner.
- Ability to prepare briefs of evidence for prosecution.

MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Proven ability to supervise and monitor staff to ensure service standards are met and maintained.
- Ability to set priorities, plan and organise workloads and that of the team and monitor performance objectives so as to achieve specific and set outcomes in the most efficient way within the resources available and timeframes.
- Handle a variety of complex tasks and be able to undertake multiple projects concurrently with minimal supervision.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Highly developed written and verbal communication and presentation skills
- Ability to diffuse difficult situations with tact and diplomacy.
- Ability to gain cooperation and support from internal and external stakeholders.
- Ability to work with and contribute to the overall team.
- Ability to exercising a high degree of discretion with regard to dealing with confidential information.
- A commitment to delivering a high standard of customer service.
- Mature attitude and the ability to deal with issues and conflict of a sensitive nature.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- Proven experience at a supervisory level in compliance and enforcement.
- Proven experience in applying legislation relevant to Local Laws compliance and Parking enforcement.
- Experience in dealing with conflict and challenging situations.
- Current Victorian Driver Licence and the ability to operate a manual vehicle.
- An understanding of CCTV systems and the operation of this equipment.

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment in accordance with Council's Enterprise Agreement.

The Position Description will be reviewed annually, in conjunction with you, in accordance with Council's Enterprise Agreement, and as part of the employee's annual Performance and Development Review.

The Position Description is to be read in conjunction with the Council's Enterprise Agreement and the General Terms and Conditions of Employment

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

Mandatory/Essential:

1. Experience in a supervisory level in compliance, litter and parking enforcement.
2. Experience in the interpretation and application of legislation, regulations and Local Laws.
3. High level of verbal and written communication skills.
4. Excellent communication and interpersonal skills.
5. Effective time management skills and the ability to prioritise the workload.
6. Demonstrated ability to deal with conflict and challenging situations.
7. Ability to investigate complex matters and identify and collect evidence in a timely and effective manner.
8. Current Victorian Driver Licence.

PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car/Utility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing (stairs, ladders/scaffold)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tight deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: