

# Position information

## Position Title: Parking Officer

## Classification: Band 4

## Reports to: Parking Team Leader

## Division: City Planning and Amenity

## Department: Amenity Protection

# Our strategic context

## Council Plan Vision Achievement

## We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

# Position Purpose

Parking Officers encourage convenient, improved, and fair car parking availability for Bayside residents by encouraging parking turnover and improved utilisation of parking spots for all road users. The role provides diligent and excellent service to ensure Bayside residents enjoy a convenient and safe neighbourhood.

# Position - Responsibilities

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| **Responsibility** | **Outcomes** |
| Educate and enforce the Victorian road rules | * Parking patrols are conducted, and infringements are issued in accordance with the Road Safety Road Rules and Council’s procedures. * Parking complaints are investigated, and infringements are issued in accordance with the Road Safety Road Rules and Council’s procedures. * Accurate and timely advice and information is provided to residents and other Bayside community stakeholders. * Parking infringements are successfully upheld or prosecuted in Court. * Service requests responded to in accordance with procedures and performance standards. * Enhanced parking turnover. |
| Enhance motorist and pedestrian safety | * Report damage to parking equipment, parking signs and other road infrastructure issues. * Enhanced community safety. |
| School crossings | * Patrol and/or supervise school crossings as and when required. * The safety of families, the school community and surrounding amenities are protected. * Traffic flow on municipal roadways/footpaths is clear and safe. * Any obstructions on roadways or footpaths are reported. |
| Maintain administrative records | * Maintain up to date, timely and accurate daily activity sheets and administrative records of investigations and complaints. * Accurate records assist Appeals Officers to review parking appeals. |

# Position - Organisational Relationships

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| **Key Internal Contacts:** | All departments within Council. |
| **Key External Contacts:** | Ratepayers/residents/general public; Council contractors, local community groups, local traders, suppliers, Government departments, special interest groups and industry professionals. |

# Position - Delegations

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| **Financial Delegations:** | As per Financial delegations |
| **HR Delegations:** | As per People and Position delegations |

# Position – Skills and Competencies

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| Accountability and Extent of Authority | * Accountable for the effective and efficient delivery of parking compliance within the scope of Council policies and appropriate legislation. * Accountable for establishing and maintaining effective working relationships with the Local Laws team and all key partners and stakeholders including assisting in developing and employing effective communication strategies. * Authority and freedom to act within Council’s standard operating procedures and Instrument of Delegation relating to the provisions of Parking Regulations, Council Policies and professional standards in carrying out his/her responsibilities. * Provide a professional level of service and advice, personally and through the team. * Authorised to issue infringements notices and present evidence and act as an informant at court on behalf of Council. * All other investigations and enforcement duties consistent with the general requirements of the Local Laws Unit and the position, as directed by the Local Laws and Parking Coordinator. |
| Judgement and Decision Making | * Capacity to use judgement to accurately interpret and apply parking legislation in decision making. * Ability to make timely and accurate decisions in accordance with Policy and the Law. * Capacity to apply judgement during decisions or negotiations about compliance issues to achieve the most appropriate outcome. |
| Interpersonal Skills | * Highly developed oral and English speaking communication skills. * Ability to understand customer needs and provide excellent service to address these needs. * Ability to negotiate and mediate solutions to achieve compliance between stakeholders. * Ability to communicate and gain cooperation from staff and Council clients in pursuit of Council’s compliance objectives. * Ability to effectively contribute to effective teamwork and a healthy work environment with the Local Laws Unit. |
| Qualifications and Experience | * Qualification in an enforcement/justice related discipline or demonstrated Parking experience. * Current Victorian Drivers licence |
| Specialist Skills and Knowledge | * Knowledge and skills in investigation and law enforcement. * Working knowledge of Local Government Act 2020, Road Safety 1986, Road Safety Road Rules 2017, Infringement Act 2006 and other related Acts and Regulations. |
| Management Skills | * Ability to effectively manage time and prioritise work to ensure timeframes and the Unit’s Key Performance indicators are met. * Ability to assist with the implementation of new systems and practices aimed towards continuously improving service delivery. * Ability to work with minimal supervision. |

# What we are all responsible for

## Values and Behaviours

* Embrace and live the shared values of Bayside City Council: Respect Each Other, Own It, Work Together, Find Better Ways.
* Reflect these values in how we do business and how we treat each other, our customers and our community members.
* Work in a manner that reflects the agreed Team Behaviours.

## Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

* Adhering to Council policies and procedures, and the law.
* Dealing with Council Property.
* Corporate Obligations.
* Personal Conduct.

## Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

* Easy to deal with.
* Empathetic.
* Effective.
* Trusted.

## Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

* Inclusivity becomes a conscious standard practice.
* We have a safe workplace where people are respected, heard and valued.
* We have a thriving high-performance culture.
* We are able to achieve our strategic goals.

## Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

* Promoting the safety and wellbeing of children and young people to whom we provide services.
* Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
* Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
* Following policies and procedures for safeguarding children and young people.
* Maintaining a valid Working with Children Check.

## Workplace Health, Safety and Wellbeing

* Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
* Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
* Work in a manner that will not endanger yourself or any other person.
* Assist new employees in the use of proper work practices and procedures.
* Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
* Not attempt any task unless you are capable and competent to carry out the task.

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## Sustainability

* Demonstrate individual responsibility and commitment to sustainability by complying with Council’s internal policies and guidelines.
* Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.