## Traffic & Parking Supervisor

<table>
<thead>
<tr>
<th>POSITION NUMBER</th>
<th>0044444</th>
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<tbody>
<tr>
<td>PROFESSIONAL CLASSIFICATION</td>
<td>UOM 7 - $102,338 - $110,780 per annum (pro rata for part-time)</td>
</tr>
<tr>
<td>STANDARD/SALARY</td>
<td></td>
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<tr>
<td>SUPERANNUATION</td>
<td>Employer contribution of 17%</td>
</tr>
<tr>
<td>WORKING HOURS</td>
<td>Full Time (1 FTE)</td>
</tr>
<tr>
<td>BASIS OF EMPLOYMENT</td>
<td>Continuing</td>
</tr>
<tr>
<td>HOW TO APPLY</td>
<td>Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a>, under Current staff or Prospective staff, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’) and search for the position by title or number.</td>
</tr>
<tr>
<td>CONTACT FOR ENQUIRIES ONLY</td>
<td>Alex Pappos</td>
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<td></td>
<td>Tel +61 3 8344 3440</td>
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<tr>
<td></td>
<td>Email <a href="mailto:apappos@unimelb.edu.au">apappos@unimelb.edu.au</a></td>
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</tbody>
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*Please do not send your application to this contact*
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University’s strategy, ‘Advancing Melbourne’, at https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

**BUSINESS SERVICES**

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

**EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

**ABOUT THE ROLE**

**Position Purpose:**

The Traffic & Parking Supervisor is responsible for the supervision and daily operations of traffic and parking on the Parkville campus and the provision of traffic and parking advice to other University campuses. The
role involves liaising with faculties, departments and internal and external stakeholders regarding all aspects of traffic and parking at the University. The Traffic & Parking Supervisor will be responsible for the operation of the Traffic Control Room, the performance and training of contract traffic officers, the purchase and maintenance of parking and traffic equipment, the enforcement of relevant acts and regulations as they relate to parking on the University campus, the production and maintenance of standard operating procedures, the provision of traffic and parking services for events and graduations and the provision of expert advice to management on traffic and parking issues.

Reporting line: Security and Transport Coordinator

No. of direct reports: 1
No. of indirect reports: 0

**Key Dimensions and Responsibilities:**

Task level: Significant
Organisational knowledge: Moderate
Judgement: Significant
Operational context: *

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at http://safety.unimelb.edu.au/topics/responsibilities/.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

**Core Accountabilities:**

**OPERATIONAL ACTIVITY AND SERVICE QUALITY**

- Maintain traffic and parking signage according to Australian Standards and relevant legislation.
- Conduct regular audits of traffic equipment and car parks to ensure policy and procedures are adhered to and any traffic and parking equipment faults are rectified in a timely manner.
- Manage vehicle access and parking on campus, including satellite and major carparks.
- Ensure traffic and parking requests for assistance are responded to within required service level specifications and positive customer feedback is received.
- Undertake regular inspections of car parks to identify hazards, report faults and ensure University OH&S requirements are met.

**SUPERVISION OF PARKING OPERATIONS**

- Supervise contract traffic officers and the traffic control room and ensure all traffic officers are cognizant of, and comply with, policies, procedures and standard operating procedures.
- Assist with monitoring the performance of the traffic and parking contractors in accordance with contract specifications and ensuring service levels and compliance requirements are being met.
• Ensure contractors comply with University OH&S requirements and undertake regular checks to confirm compliance.
• Coordinate parking resources, such as infrastructure, car parks, and signage, to ensure efficient utilisation and maximum revenue generation.
• Ensure parking infringement notices issued by contract traffic staff complies with relevant legislative requirements.
• Monitor parking capacity and implement measures to address overcrowding or inadequate parking availability.
• Maintain risk assessments relating to traffic and parking on University campuses and ensure traffic management plans are kept current.
• Manage parking database and software programs.
• Arrange and review quotes for provision and installation of traffic and parking infrastructure.
• Maintain carpark equipment, service and repair through contractor engagement.

DEVELOPMENT AND TRAINING
• Develop and implement strategies to ensure traffic and parking systems satisfy current and future University requirements.
• Implement initiatives to improve performance of the traffic team and the delivery of exceptional customer service.
• Undertake training of contract traffic staff in parking enforcement, traffic control and the use of traffic equipment. Ensure contract traffic staff have completed training to become Authorised Traffic Officers.
• Compile and maintain standard operating procedures relating to traffic and parking.

PARKING POLICY DEVELOPMENT
• Develop, review, and update parking procedures and guidelines in accordance with relevant traffic laws, and organisational requirements.
• Ensure parking policies are communicated effectively to staff, customers, and other stakeholders.
• Maintain University Design standards.
• Collaborate with relevant departments to assess and address parking needs based on changes in organisational requirements, events, or construction projects.

ENFORCEMENT AND COMPLIANCE
• Keep updated in changes in legislation in relation to traffic and parking operations.
• Enforce parking regulations and policies through monitoring, issuing infringements, and addressing parking violations.
• Conduct periodic audits and inspections to assess compliance with parking regulations, identifying areas for improvement and implementing corrective actions.
• Collaborate with law enforcement agencies, as necessary, to address traffic and parking-related safety concerns and enforce regulations.

CONTRACT MANAGEMENT
• Assist with organisation of the tendering and selection process for the University transport & parking contracts.
• Assist with monitoring the performance of the car park cleaning contract in accordance with contract specifications and ensuring service levels and compliance requirements are being met.
• Review of KPI and provide quantifiable measure of performance over time for specific transport and parking objectives.

CUSTOMER SERVICE & CONFLICT RESOLUTION
• Maintain high level clientele and contractor relationships.
• Respond to customer inquiries, complaints, and disputes related to parking policies, citations, and permits.
• Handle escalated customer issues, resolving conflicts and providing satisfactory solutions.
• Implement customer service initiatives.

TRAFFIC MANAGEMENT
• Assessing traffic management plans.
• Preparing and implementing worksite traffic management.
• Develop and maintain traffic management guidelines.

Selection Criteria:

Education/Qualifications
1. A relevant tertiary or professional qualification and or demonstrated extensive experience at a supervisor level in the traffic and parking environment, or experience at a coordination level in traffic and parking, or related field.

Knowledge and skills:
2. Extensive knowledge and understanding of the traffic and parking enforcement industry. Preferably within a complex organisation like the University.
3. Demonstrated level of expertise in the management of contracts and the monitoring of these contracts through well-developed key performance indicators.
4. Strong planning and organizational skills with the ability to manage multiple tasks simultaneously, organise priorities and meet deadlines.
5. Strong problem-solving skills and sound judgement. Proven ability to work with a broad range of stakeholders to resolve problems effectively and quickly with minimal disruption to operations.
6. Excellent communication skills both written and verbal with the ability to communicate effectively across many levels of the University.
7. Experience in a role requiring a strong customer focus and a significant level of tact, tolerance and diplomacy.
8. Strong stakeholder management with excellent interpersonal and communication skills combined with demonstrated ability to motivate, influence, negotiate and engage with others to achieve successful outcome.

Other job related information:

Must have a current driver’s licence valid in the state of Victoria.
Staff may be required to undertake a police check.
Occasional work out of ordinary hours and travel.