

## City Parking Lead

### Position Description

<b>Directorate</b>	Community and Environmental Services	<b>Department</b>	Customer Response
<b>Reports To</b>	Engagement and Patrols Coordinator	<b>Direct Reports</b>	Yes
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 5

### Position Purpose

This role manages the programming and delivery of Council's proactive regulated parking enforcement and education services, with the integration of associated technologies, and providing expert advice to management and stakeholders.

### Key Responsibilities and Outcomes

As a City Parking Lead you will:

- Lead a team of officers in the delivery of parking enforcement and education programs to achieve positive community outcomes.
- Manage the ongoing development of regulated parking enforcement and education programs, collecting and expertly analysing data to deliver actionable strategies aligned to community expectations.
- Provide expert advice and recommendations to management and stakeholders regarding parking enforcement, associated technologies and business systems, and coordinate deliverables under the Department's Infringement Management Process.
- Manage the ongoing implementation and development of parking enforcement technologies, including optimisation of system capabilities, system upgrades, data integrity, auditing, and reporting, liaising with IT as required.
- Respond to escalated customer and procedural issues by providing expert advice, exercising judgement and initiative, and providing high quality communications.
- Lead and develop a high-performance team culture through a range of workforce management activities, providing coaching, and identifying training opportunities including the delivery of targeted programs to meet team development needs.
- Develop and maintain a range of Departmental documents, including standard operating procedures, reference materials and customer information.
- Provide situational and performance reporting, contributing to the development of operational planning documents.

- Manage and deliver parking infringement Court election and prosecution processes in accordance with the Department’s brief management and prosecution policies.

### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

**SERVICE**

**TEAMWORK**

**INTEGRITY**

**RESPECT**

**SUSTAINABILITY**

### Decision Making

<i>Budget</i>	N/A
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council’s Delegation Register

### Knowledge & Experience

- Demonstrated experience leading a team and building a positive culture that enables efficiency, innovation, and high standards of customer service.
- Demonstrated and strong experience in the implementation and management of information systems and relevant technology, including maintenance of data, complex data extraction/manipulation and analysis.
- Comprehensive experience in a regulatory services environment, including interpretation and enforcement of legislation with demonstrated investigation, data analysis and research skills.
- Ability to respond to complex, sensitive and escalated matters in a community focused environment.
- Significant experience building productive relationships with members of the public, businesses and stakeholders, applying highly-developed interpersonal and communication skills to deliver accurate and timely customer service.

### Qualifications

- Tertiary qualification in government investigations, regulatory services, law, or another relevant field.
- Current Class C Driver’s Licence.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*