



PARKING AND TRAFFIC MANAGER

DEPARTMENT/UNIT	BPD Services
FACULTY/DIVISION	Buildings and Property
CLASSIFICATION	HEW Level 9
WORK LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The position is located within **Facilities and Services**. We provide facility management and support services for the teaching, research and business functions of the University. For more information about the work we do, please visit our website: www.fsd.monash.edu.au/.

FSD Services delivers on a wide range of campus and building support activities. FSD Services operates to ensure existing buildings and facilities are maintained and operationally functional to enable core University business. The group also manages the University's property portfolio, including the management of property leasing and venue hire for events and conferences. Furthermore, the group supports the smooth running of all our campuses pertaining to security, traffic and parking, cleaning and waste management, mail and courier and pool vehicle hire and shuttle bus services.

POSITION PURPOSE

The Parking and Traffic Manager is responsible for the control and management of all parking, traffic and transport functions, across all university campuses, by ensuring the effective and efficient delivery of those services. This is underpinned by the requirement to ensure compliance with the Victorian Road and Parking Rules, managing the relationship with, and services provided by Tenix and MSS, managing the parking budget and ensuring an equitable and fair parking system for the entire university community.

The Parking and Traffic Manager is the main representative of the university parking operation and is responsible for managing the required resources of Traffic Officers through an outsourced contract. The incumbent needs to closely scrutinise income generation and ongoing annual expenditures, and is required to sensitively address escalated issues.

Reporting Line: The position reports to the Director, services under broad direction and works with a considerable degree of autonomy

Supervisory Responsibilities: This position provides direct supervision to one staff and closely supervises Traffic Officers provided to the university by the contracted service provider

Financial Delegation: Yes, in accordance with the University delegations schedule

Budget Responsibilities: Yes, in line with Key Responsibilities

KEY RESPONSIBILITIES

1. Lead the effective and efficient delivery of significant parking, traffic and transport services, ensuring that all staff, students and visitors to the University have an equal and fair opportunity to park on our campuses, as well as ensuring safe road usage
2. Accountable for the management of the Parking Infringement Management contract, ensuring parking statutory and legislative compliance, quality, timeliness and cost of service deliveries are attained
3. Responsible for the management, control and future development of an extensive parking permit selling system (approximately 15,000 permits issued annually), including annual reporting and analyses
4. Proactively participate in, and make recommendations to inform, planning activities for the campus and division, ensuring car parking areas and locations are arranged to the maximum benefit of the University
5. Develop and sustain professional networks and relationships with an extensive range of university staff, students and other clients to ensure that effective communication is sustained, the divisional service charter is adhered to, and the university community is kept abreast of ongoing changes to the parking requirements on all campuses
6. Manage a substantial data collection process for car park occupancy, permit sales, metered and mobile phone parking and infringement issuing, and use this data to inform and recommend future initiatives
7. Conduct significant parking and traffic related projects producing recommendations for innovative and workable solutions
8. Oversee the control of traffic issues on all campuses, ensuring minimum disruption to the day to day operation of the University
9. Oversee the operational transport requirements for the university, including, but not limited to a range of operational issues pertaining to sustainable transport, such as, shuttle bus services, public transport matters, Clayton bus loop, and bike and car share programs
10. Monitor and control a substantial and complex budget, including continuous close scrutiny of income
11. Oversee the operation of metered and mobile phone parking, including maintaining up to date knowledge of industry developments that may result in operational alterations
12. Exercise strong budget management for the project(s) managed to a value of \$1.8M

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications in a relevant discipline and extensive relevant experience; or
 - extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Demonstrated excellent practical understanding of current best practice in delivering value for money parking, traffic and transport services

3. Demonstrated extensive management experience and capabilities in strategic budget development and reporting, systems improvement, contract management, project costing, quality control, financial analysis and monitoring, within a complex environment
4. Experience in the formulation of policy analysis, advice and implementation to support senior management development of strategic objectives
5. Excellent experiential knowledge and application of legislation relevant to delivery of successful parking services, including requirements for consultation
6. Highly developed research, investigative, conceptual and analytical skills, including expertise to resolve complex operational and service delivery quality issues
7. Exceptional communication skills, including the ability to provide authoritative advice, manage sensitive relationships, and influence and negotiate at senior levels within and outside the university
8. Proven exceptional project management experience in strategic planning and integration of policies and guidelines in a complex organisation
9. The ability to combine creativity and imagination with sound operational experience within a parking or related service context and develop innovative approaches

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.