

<b>Position Title</b>	Parking Compliance Officer
<b>Department</b>	Planning
<b>Unit</b>	Regulatory Services
<b>Team</b>	Parking
<b>Supervises</b>	1
<b>Reports To</b>	Team Leader Parking Patrol
<b>Grade Range</b>	D
<b>Date Prepared</b>	9/02/2022
<b>Date Last Updated</b>	1/03/2023

## Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

## Primary purpose of position

The principal role of the Parking Compliance Officer is to provide enforcement of parking and related regulations through effective patrolling and surveillance of public streets, Council and privately controlled car parks.

## Accountabilities


Work under delegated authority to investigate and act to rectify any breach of legislation or regulations.

- Provide efficient inspection and enforcement of relevant regulations/legislation in relation to illegal parking.
- Liaise with the community and other stakeholders/organisations to provide education and advice relating to road and transport compliance and prepare related material.
- Prepare accurate and concise court briefs. Professionally attend and present at court proceedings as required.
- Maintain all related databases related to customer requests. Including (if required) DRIVES. Bring any errors to the immediate attention of the Team Leader Parking Patrol.
- Monitor and report on condition of signage around the community on at least a weekly basis and submit requests for any upgrades. Bring any unrectified requests to the attention of your Team Leader.
- Respond to customer requests and complaints promptly, professionally, accurately and through to rectification.
- Effectively patrolling allocated areas in restricted time frames.
- Accurately interpreting relevant sections of the Australian Road Rules 2014 and associated Regulations. Accurately and legibly completing electronic Parking Infringement Notices.
- Meeting the objectives outlined in Council's Management Plan ('City Plan').
- Monitor parking compliance in accordance with the Australian Road Rules 2014 and associated Regulations.
- Meeting the community's expectations with Regulatory and Compliance functions.
- Keeping abreast of legislative and policy changes

## Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

### Capability Profile – Council Officer

Capability Group	Capability Name	Level
 <b>Personal Character</b>	Lead Self	Adept
	Display Resilience	Intermediate
	<b>Act with Integrity</b>	<b>Adept</b>
	Safety and Accountability	Intermediate
 <b>Relationships</b>	Communicate and Engage	Intermediate
	<b>Customer and Community Focus</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 <b>Results</b>	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 <b>Resources</b>	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	<b>Intermediate</b>
	Procurement and Contracts	Intermediate
 <b>People Leadership</b>	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

## Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

## CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
<b>Personal Character</b>		
Act with Integrity	Adept	<ul style="list-style-type: none"> <li>• Acts honestly, ethically and with discretion and encourages others to do so</li> <li>• Sets a tone of integrity and professionalism with customers and the team</li> <li>• Supports others to uphold professional standards and to report inappropriate behaviour</li> <li>• Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct</li> <li>• Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest</li> </ul>
<b>Relationships</b>		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> <li>• Demonstrates a sound understanding of the interests and needs of customers and the community</li> <li>• Takes responsibility for delivering quality customer- focused services</li> <li>• Listens to customer and community needs and ensures responsiveness</li> <li>• Builds relationships with customers and identifies improvements to services</li> <li>• Finds opportunities to work with internal and external stakeholders to implement improvements to customer services</li> </ul>
<b>Results</b>		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Gathers and investigates information from a variety of sources</li> <li>• Questions basic inconsistencies or gaps in information and raises to appropriate level</li> <li>• Asks questions to get to the heart of the issue and define the problem clearly</li> </ul>

		<ul style="list-style-type: none"> <li>Analyses numerical data and other information and draws conclusions based on evidence</li> <li>Works with others to assess options and identify appropriate solution</li> </ul>
<b>Resources</b>		
Technology and Information	Intermediate	<ul style="list-style-type: none"> <li>Shows confidence in using core office software and other computer applications</li> <li>Makes effective use of records, information and knowledge management systems</li> <li>Supports the introduction of new technologies to improve efficiency and effectiveness</li> </ul>

\* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

## Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

## Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

## Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

## Records Management

All staff are required to comply with Council’s Records and Information Management policies,

## Qualifications and Experience

### Essential Qualifications

- Current Class C drivers licence.

### Essential Experience

- Ability to work autonomously in a fast-paced environment under minimal supervision but also as part of a team.
- Accurate written and strong verbal communication, including an ability to write concise and accurate reports..
- Proven record keeping skills.
- Ability to interpret and apply relevant legislation/regulations.
- Experience in preparing and presenting evidence at Court Proceedings.

- Ability to remain customer focused and solve problems through consultation and decision making.
- Sound negotiation and conflict resolution skills.
- Problem solving and discretion.
- Ability to work as part of a team.

## Desirable Qualifications and or Experience

- Ability to use electronic infringement processing unit (Mobile phone).
- Comprehensive knowledge of Australian Road Rules.
- Knowledge of Court system.
- Team player.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving record or possess a specific licence? Specify Licence: C Class Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>