

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Parking & Information Services Lead Officer
POSITION NUMBER:	1005
DIVISION:	Planning & Development
DEPARTMENT:	Health & Local Laws
CLASSIFICATION:	Band 5
REPORTS TO:	Team Leader Parking & Information Services
DIRECTLY MANAGES:	Parking & Information Services Officers
INTERNAL LIAISONS:	Employees at all levels of the organisation
EXTERNAL LIAISONS:	Ratepayers and businesses, community representatives, consultants and contractors, advisory groups, relevant State and Federal government departments
DATE:	May 2017

POSITION OBJECTIVES:

This position assists with the implementation and administration of Council's policies and State Legislation in relation to parking compliance, litter and local laws. It provides guidance, support, education and operational advice to foster community compliance through awareness of safety and environment.

POSITION RESPONSIBILITIES:

Key Responsibilities:

1. Role model and actively promote Council values in all aspects of duty.
2. Provide effective leadership to the Parking & Information Services Officers, focused on achieving success through the continued development of team capability and engagement
3. Assist the Team Leader to ensure business unit outcomes are delivered.
4. Patrol streets, roads and other public thoroughfares, and Council car parks to detect any breaches of the relevant parking control requirements in accordance with adopted policies and procedures.
5. Monitor and attend to customer requests/complaints in accordance with Council's Service Commitments, including the management of any escalated matters.
6. Assist the Team Leader to coordinate the inspection, maintenance and replacement of equipment (including parking handling equipment).
7. Assist the Team Leader to collect and collate business related statistical data including, but not limited to, Officer running sheets and Officer errors.

8. Assist the Team Leader with the preparation of specialised reports and correspondence.
9. Provide mentoring and professional advice to officers on day to day duties and legal responsibilities.
10. Provide assistance to internal stakeholders (e.g. Traffic Engineers) in relation to new or non conforming signage throughout the city.
11. Supervise the abandoned vehicle process.
12. Assist the Team Leader with the preparation of overtime rosters to ensure that all Officers obligations are fulfilled and that appropriate coverage is maintained at all times.
13. Assist the Team Leader in delivering a coordinated and systematic approach to school crossing patrols.
14. Adhere to all Council's policies and procedures relevant to this position.
15. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of inactivity eg. sitting at the computer.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

Essential:

1. Proven leadership experience in a small team environment.
2. Demonstrated knowledge and understanding of relevant legislation.
3. Ability to apply legislation and explain the application to stakeholders, both internal and external, including the courts.
4. Ability to think laterally to resolve complex issues.
5. Genuine interest in driving continuous business improvements.

6. Commitment to adhering to the Council Code of Conduct, values and all applicable policies and procedures.

Desirable:

1. Certificate IV in Government (Statutory Compliance) and/or Certificate IV in Local Government (Regulatory Services).
2. Experience in the administration and enforcement of the Domestic Animals Act 1994.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Assist with the effective and efficient operation of the functions associated with the Unit's role.
- Authority to issue Infringement notices, notices to comply and other documents consistent with the delegated authority associated to the position
- Accountable for coordinating local work planning and program delivery within established outcomes and budgets.
- Responsible for the health, safety and wellbeing of the team, ensuring all team members are aware of applicable SOPs and trained in safe work practices.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Recommend prosecutions, or alternative action, for any breaches of the Acts, Regulations and Local Laws administered by Council.
- Resolve complex and/or technical issues or matters which may not have a clearly defined process or method for successful resolution.
- Exercise discretion within the scope of Council values, relevant policies, and the Code of Professional Work Ethics.
- Guidance and advice is usually available by the Team Leader or more senior staff.

SPECIALIST SKILLS AND KNOWLEDGE:

- Demonstrated knowledge of the relevant legislation and Acts affecting the Law Enforcement functions of Council.
- Ability to interpret legislation and apply or explain the reasons for the interpretation to staff members and the public.
- Demonstrated knowledge of, and the ability to complete, all tasks and functions required of the position.
- Demonstrated ability to use systems and equipment associated with parking patrols and infringements.

MANAGEMENT SKILLS:

- Sound resource management skills across time, priorities and work planning.
- Solid leadership skills with the capacity to motivate and monitor individual and team workflows and priorities to achieve strong service delivery and performance.
- Basic understanding of human resource management and employee relations practices, including successfully resolving low-level local workplace issues and/or matters with the support of the Operations Leader, Coordinator Parks and/or the HR Business Partner.

INTERPERSONAL SKILLS:

- Capacity to effectively coordinate resources to deliver quality outcomes within a local setting.
- Proactive, positive and professional attitude with a flexible approach.
- Highly developed issues management capability with experience in negotiating successful resolutions with a diverse range of internal and external stakeholders, clients and contractors.

QUALIFICATIONS AND EXPERIENCE:

- Certificate IV in Government (Statutory Compliance) and/or Certificate IV in Local Government (Regulatory Services).
- Knowledge of legislation in relation to the Unit's functions and responsibilities.
- Satisfactory Police Records Check and Working with Children Check.
- Current Victorian Drivers Licence.

ADDITIONAL INFORMATION:

- The incumbent will be required to participate in the overtime roster in accordance with the Enterprise Agreement.

HOW TO APPLY

Applications close: 5:00pm Friday 2 June 2017

Contact Person: Tom Lindsay, Team Leader Parking & Information Services
(03) 5272 4908

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment & Workforce Management Administration Officer
People and Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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