

POSITION DESCRIPTION

| POSITION | POSITION NUMBER |
|--|------------------------|
| Team Leader Parking and Administration | 1722 |
| CLASSIFICATION | LOCATION |
| Band 6 | Phoenix Building |
| DEPARTMENT | DIVISION |
| Regulatory Services | Development and Growth |
| AGREEMENT | ANZCO CODE |
| Ballarat City Council Enterprise Agreement No. 9, 2023 | 511112 |

Position Objectives

This position is responsible for leading the Parking team and Regulatory Services administrative team to provide high-quality leadership, administration, customer service and technical services across the Parking team and Regulatory Services Administration team.

Key Responsibility Areas

- As an authorised officer of Council, administer and enforce:
 - o Road Management Act 2017
 - o Road Safety Act 1986
 - o Local Government Act 1989
 - o Local Government Act 2020
 - o City of Ballarat Community Local Law
 - o Other associated and relevant legislation
- Manage day to day performance of the Parking team and Administration team to ensure that service plans, service commitments and enforcement objectives are satisfied.
- Oversee and lead the Parking response, education and enforcement of the Road Management Act 1986 and Road Safety Act 2017 and parking matters arising from the administration of the City of Ballarat Community Local Law.
- Lead and manage the delivery of services relating to derelict and abandoned vehicles, clearway tows and emergency tows in accordance with relevant policies, legislation, and contractual arrangements.
- Ensure fleet motor vehicles are maintained in a timely manner, in roadworthy condition and reflecting a good image of the City of Ballarat.
- Assist the Senior Parking Officer in the oversight, preparation and approval of staff work rosters that meet operational needs of the unit.
- Prepare reports and statistics for the Executive Manager Regulatory Services that accurately measure the performance of the unit against agreed performance indicators.
- Ensure the preparation and review of parking and administration staff performance plans.
- Management of the work performance of staff in accordance with the policies and procedures of the City of Ballarat.
- Ensure that a high level of administrative and technical support is provided by the team to meet or exceed, customer expectations consistent with Council's customer service commitments.
- Champion and promote Council's values in all day-to-day duties.
- Promote the consistent application of standard operating procedures, processes, and frameworks across the unit, ensuring all procedures are compliant with relevant regulations, policies and legislation, and provide recommendation for remedial action where required.
- Establish and maintain strong and effective working relationships with key internal and external stakeholders to ensure effective and efficient business practices are maintained and followed.

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- Report hazards and incidents as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in *monthly* team meetings.
- At a minimum >90% of operational health and safety plan actions are complete.
- Ensure investigations are completed and corrective actions are implemented within policy timeframes.
- At a minimum conduct monthly team meeting where health and safety is a standing agenda item.

REPORTS TO:

Executive Manager Regulatory Services

DIRECT REPORTS:

Senior Parking Officer
Administration Officers – Regulatory Services

ORGANISATIONAL RELATIONSHIPS

Internal:

- All Council Departments

External:

Community
VicRoads and other State Agencies
Emergency Services
Contractors State Government agencies & departments
Other municipalities
Other stakeholders, e.g. Contractors

ORGANISATIONAL RELATIONSHIPS

Accountability and extent of authority

- Accountable to the Executive Manager Regulatory Services for the performance of duties within this position description.
- Prepare matters for open court and represent Council in proceedings.
- Lead and manage staff within the corporate guidelines and procedures.
- Accurately maintain and update and manage vCompliance data, responses to all customer services requests, Councilor requests within agreed timeframes.
- Oversee and lead the Parking Enforcement responsibilities including investigation and prosecution of offences under the Road Management Act 1986 and Road Safety Act 2017.
- Shared responsibility for the provision of efficient and effective administrative support to other units across the Regulatory Services Unit when/if required.
- Shared responsibility for the input of registrations/permits/infringement notices into the Council system, and maintenance of these databases.
- Shared responsibility for the provision of assistance to maintain Regulatory Service Unit records.
- Accountable for the provision of accurate advice to customers.
- Responsible for the day-to-day supervision of Parking and Regulatory Service Administration staff.
- The efficient flow of documentation and accurate information to all internal and external liaisons and clients within agreed timeframes.
- Accurately maintain and update policies, procedures and all relevant databases and filing systems within agreed timeframes.
- Maintain confidentiality of all relevant documents, discussions, and activities.

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- Provide relief and support to Administrative Staff when required, to achieve essential service requirements of the unit.

Judgement and decision making

- Prioritise daily routine functions to co-ordinate specific allocated tasks.
- Show initiative in approach to all aspects of the position.
- Ability to select appropriate methods or courses of action to resolve problems and perform routine functions across the Unit.
- Utilise discretion and judgement to maintain confidentiality in all dealings with clients or members of the public.
- Make day-to-day decisions in relation to effective utilisation of resources.
- Utilise impartiality, fairness and objectivity in the enforcement of legislation and regulations, while exercising the discretion available to the position.

Management skills

- Well-developed leadership skills and people management experience to effectively manage a team of parking and administration professionals.
- Ability to effectively plan, organise and manage personal time to achieve targets within a set timetable.
- Strong ability to prioritise tasks and deal with multiple demands and to make referrals to appropriate staff if unable to respond to the customer enquiry in the first instance.
- Understanding of, and ability to implement human resource practices, including Equal Employment Opportunity, Recruitment and Selection, Performance Review and Enhancement Program and Risk Management and the ability to develop and implement long term staffing strategies.
- Demonstrated ability to plan, organise and prioritise own work along with the work of unit to achieve work targets.
- Demonstrated ability to develop the use of filing and database systems contributing to a continuous improvement in service provision within the unit.

Specialist Skills and Knowledge

- Detailed knowledge and understanding of the application of legislation, regulations, codes, and local laws relating to traffic and parking responsibilities of the position.
- Proficiency in Court Prosecuting with a working knowledge of the applicable rules of evidence and court procedures.
- Well-developed oral and written communication skills, to enable achievement of the objectives of the position.
- Familiarity of budgeting techniques.
- Proficient in the use of computer software such as word processing and database packages.
- Conversant in the application of occupational health and safety and equal opportunity legislation, and Council's personnel practices.
- Ability to provide in-house training to traffic officers.

Interpersonal Skills

- Sound conflict and dispute resolution skills to be utilised when dealing with members of the public in emotional situations.
- Demonstrated skill in leading, motivating and developing staff.
- Ability to communicate confidently and effectively at all levels with internal and external customers.

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- Provide high levels of customer service.
- Ability to develop specialist reports, data interrogation and interpretation of relevant Acts, regulations, by-laws, technology, software, and systems.

Qualifications and Experience

- A post-secondary qualification in Municipal Law Enforcement (Certificate) or Degree in Business Administration/Management and some relevant experience or lesser formal qualifications with substantial experience in this field.
- Working knowledge of Court Prosecuting, brief preparation or equivalent.
- Demonstrated experience in managing staff in a law enforcement environment.
- Demonstrated experience in generating a variety of documentation and reports and external correspondence.
- A current driver's licence.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote corporate values.
- A Certificate of Proficiency in Court Prosecuting, or equivalent, is desirable.
- Evidence of proficiency in the use of computer software such as word processing and database packages.
- Highly developed interpersonal skills demonstrating customer service, problem solving and conflict resolution abilities.
- Demonstrated substantial practical experience in delivering law enforcement services.
- Demonstrated experience in managing staff in a law enforcement environment.
- Knowledge and understanding of OH&S issues relevant to the work activities and work area.

City of Ballarat Core Values

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| <p>We are honest and transparent</p>  <ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. | <p>We are accountable</p>  <ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. | <p>We value everyone</p>  <ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. | <p>We work with and for our community</p>  <ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. | <p>We work together</p>  <ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other. |
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POSITION DESCRIPTION

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

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| Name: | Signature: | Date: |
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