

Position Description

POSITION	Parking Enforcement Officer	
REPORTS TO	Sustainable Environment and Economy	
DIRECTORATE	Sustainable Environment and Economy	
BRANCH	Business Support and Community Enforcement	
CLASSIFICATION	Grade 4	
STAFF	Nil	
CONTACTS	Internal General Management and staff at all levels	External Customers Government Departments Courts

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

Position Objective

To apply and enforce parking arrangements in accordance with Council policy, procedures and Government Legislation through the effective patrolling of roads, parks and other public areas.

Organisation Values

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation.

It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



**We lead with
enthusiasm and
purpose**



**We are open,
honest and
respectful**



**We foster
wellbeing and
creativity**



**We achieve our
goals and
succeed together**

Key Responsibilities

Organisational Relationships

- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.

Operations Management

- Patrol allocated areas and take enforcement action in accordance with the legislative requirements; Council's Policies and Council's Standard Operating Procedures for breaches of the parking legislation, failure to comply with terms of notice, as well as other legislation under which they are delegated to act on.
- Prepare and present evidence in court proceedings.
- Ensure that all equipment issued for individual use by parking officers is properly maintained and any damage and/or malfunction is reported in accordance with instructions.
- A highly efficient, effective, consistent and responsible regulatory approach to on-street parking and reserves enforcement.
- Prepare legal documentation for court hearings and represent Council in court proceedings as required.
- Maintain and provide detailed accurate records and activity reports as well as written reports as required by the Supervisor and/or Team Leader.
- Conduct education and promotional activities relating to Council's enforcement role as required.
- Liaise with other Councils, government agencies and community groups at meetings and where required.
- Maintain contemporary knowledge of the relevant legislation.
- Adapt to legislative and procedural changes, explore opportunities and contribute positively to the team goals.
- Act at a higher level as required by the Team Leader and generally assist in law enforcement matters.
- Be available to work rotating shifts over a 24 hour period and over seven days of the week if rostered.

- Uphold the public image of the Council; maintain satisfactory relations and goodwill with the public and high level of Customer Service.
- Actively contribute to the team and promote best practice.
- Contribute to the promotion of the image of Council and the maximisation of good public relations.

Financial Management

- Ensure compliance with delegations of the position is maintained
- Ensure that activities operate within budgetary constraints.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices.
- Report all risks, hazards, incidents and injuries immediately to supervisor.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

Qualifications

- Current unrestricted manual Drivers Licence.
- Completion of SEINS (Self Enforcing Infringement Notices System) training or the ability to rapidly acquire this.

Experience

- Demonstrated experience in Customer Service.
- Previous regulatory or enforcement experience is desirable.

Knowledge

- Knowledge of, and ability to enforce, the Australian Road Rules is desirable.

Competencies

Demonstrated ability to:

- Adherence to the applicable legislation, orders, instructions, standard operating procedures and codes or directions from the Team Leader Regulatory Services.
- Taking any reasonable steps to ensure the smooth flow of operations is maintained, providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- Analyse complex information and make sound recommendations.
- Provide excellent customer service and deliver quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology.

Selection Criteria

Essential Criteria

- Successful completion of SEINS (Self Enforcing Infringement Notices System) training or the ability to acquire within the first 1 month of employment.
- Knowledge of, and ability to enforce, the Australian Road Rules
- The ability to deal with people and difficult customers in a calm, courteous and helpful manner at all times.
- Excellent organisation skills and ability to plan and prioritise multiple projects while consistently meeting agreed timeframes.
- Excellent interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes as part of a multi-disciplinary team.
- Demonstrated commitment to Work Health Safety, Equal Employment Opportunity and Cultural Diversity principles.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook, Publisher and PowerPoint).
- Current Drivers Licence permitting the holder to drive a manual motor vehicle in NSW.

Preferred Criteria

- Excellent interpersonal skills (written and verbal) with the ability to communicate effectively and persuade others to adopt policies and procedures.
- Commitment to and understanding of process improvement and sustainability principles.
- Experience in accessing and retrieving data in a computerised environment including experience with the issue of electronic infringements.
- Demonstrated ability to prepare briefs of evidence.

PRESENT OCCUPANT:

SIGNATURE:

SUPERVISOR:

SIGNATURE:

Parking Enforcement Supervisor

People and Culture use:

National Criminal History Check ☐

Working with Children Clearance ☐

Functional Health Assessment ☐

Immunisations ☐