

Authorised Officer - Roads and Traffic

POSITION PROFILE

Division	Shire Services	Status	Full time, Permanent
Unit	Roads & Traffic	Salary Grade	
Reports to	Manager, Public Safety & Lifeguards	Reviewed	February 2019

STRATEGIC INTENT

The Public Safety & Lifeguard Service comprises a team of over 100 officers dedicated to meeting the community's needs and assisting the Manager in the efficient and effective provision of regulation and enforcement functions through the appropriate application of relevant legislation, Council objectives, policies, adopted standards and work practices.

POSITION PURPOSE

To carry out foot patrols for parking compliance and regulation on public streets and designated car parks in the local government area. To investigate illegal activities i.e. abandoned vehicles, motor vehicle littering, investigate boat trailer complaints, motor vehicles 'for sale' and other related offences as authorised under the delegations provided for the position.

To meet the community's needs and assist Council in the efficient and effective provision of regulation and enforcement by the appropriate application of relevant legislation, Council objectives, policies, adopted standards and work practices.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
In-field efficiency	<ul style="list-style-type: none">Staff rostered to ensure sufficient staffing levels to meet standing enforcement programs
Maintenance of Uniforms, Tools and Equipment	<ul style="list-style-type: none">Wear and properly maintain Council issued uniformEnsure that Council's tools, equipment and vehicles are correctly maintainedEnsure equipment provided meets operational and / or legislative requirementsBring to the immediate attention damaged or faulty equipment that effects operational functioningArrange, with the knowledge of the Team Leader, for faulty tools and/or equipment to be repaired or replaced.

Customer Liaison	<ul style="list-style-type: none"> • Develop and maintain close working relationships with the Local Police and other special groups as needed. • Ensure efficient and effective attention to and resolution of Customer Requests.
Pro-active Patrols and Monitoring	<ul style="list-style-type: none"> • Undertake the forward planning of patrol routes and locations based on information indicating “hot spots” for breaches of parking related legislation. • Conduct a program of planned pro-active patrols to ensure regular policing for breaches of parking legislation. • Ensure patrol logs and Council database for statistical analysis is completed accurately daily and submitted when requested. • Enforce relevant Act or Council policy by way of penalty notices or warnings issued to offenders for breaches of legislation.
General Administration	<ul style="list-style-type: none"> • Review and complete performance appraisal in a timely manner. • Maintain accurate file records. • Prepare memos and other correspondence as necessary and within delegation. • Investigate and where necessary, gather evidence and prepare and present reports as required. • Represent Council in Court.

SELECTION CRITERIA / SUCCESS PROFILE

Roads & Traffic Officer (Authorised Officer) (Entry Level)

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> • NSW Drivers License • Previous work experience in a customer service related role
Experience or skills	Essential	<ul style="list-style-type: none"> • Good reading and writing skills • Good negotiation and verbal communication skills • Demonstrated ability to comply with procedures and policies
	Desirable	<ul style="list-style-type: none"> • Successful completion of parking enforcement course or equivalent experience in issuing penalty notices in a related field • Knowledge of local government geographic area

Roads & Traffic Officer (Authorised Officer) (Fully competent & experienced)

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> • NSW Drivers License • Successful completion of parking enforcement course or equivalent experience in issuing penalty notices in a related field • Successful completion of short course in conflict resolution, or dealing with difficult people, or negotiation skills or relevant industry experience • Customer service focused
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Experience or skills	Essential	<ul style="list-style-type: none"> • Demonstrated ability to comply with procedures and policies • Demonstrated knowledge of relevant legislation and the ability to apply same in the field • Good negotiation and verbal communication skills
	Desirable	<ul style="list-style-type: none"> • Knowledge of local government geographic area • Ability to organise and undertake parking patrol beats in a highly organised and efficient manner.

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> • Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. • Goals oriented: Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them • Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. • Communication skills: able to articulate complex and technical matters in simple terms. • People skills: empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary. • Team focussed: Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> • Collaborative - be open and welcoming, genuinely connect to others, include others, work together as one • Active - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day • Respectful – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others • Evolving – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Records Management	Comply with Council's Records and Information Management Policy including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction.
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.

SPECIFIC CONDITIONS OF EMPLOYMENT

- 38 hours per week
- 1 rostered day off (RDO) every 2 weeks (9 day fortnight)
- Spread of work hours 6.00am to 10pm, 7 days per week including Public Holidays
- Working day is 7 hours and 36 minutes (7.6 hours /day)
- Accrue 51 minutes per day for 1 RDO per fortnight
- Meal break of 63 minutes per day