

Position Description

Position title:	Senior Parking Officer
Directorate:	Governance
Service Unit:	Transport and Compliance
Reports to:	Parking Operations Coordinator
Direct reports:	16
Salary point:	SP12
Work location:	City Administration Centre, 12 Stewart Avenue, Newcastle West
Date revised:	March 2021

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Transport and Compliance?

The Transport and Compliance Service Unit primary focus is to deliver and manage the outwardly facing services of Transport Strategy, Transport Operations and Compliance for the City of Newcastle.

We are a diverse team of staff that are moving towards a proactive service delivery model whilst maintaining our responsiveness to customer requests, enabling an enhanced focus on education and customer experience in the areas of Parking Operations, Rangers Services, Traffic Services and Transport Strategy.

What's the focus of this position?

This position is responsible for leading the day to day operations of the Parking Enforcement team having carriage over the allocation of resources and deployment to areas that require an enforcement presence.

The Senior Parking Officer will be required to maintain staff rosters and assist and drive the parking enforcement team to be results driven and focuses on providing a safe accessible City for all road users including pedestrians. The position will also be responsible for coordinating Court matters ensuring that all documentation is completed accurately and in a timely manner.

What you'll be doing:

- Coordinate the operational responsibilities of the Parking Enforcement team and ensure compliance with relevant legislation, regulations and CN policies and procedures.
- Lead and mentor employees in their roles, responsibilities and use of equipment.
- Actively demonstrating and promoting positive cultural change, in line with CN Values, to foster and develop effective productive team culture.
- Allocate staff to patrol beats and maintain the staff rosters to ensure the best and maximum use of resources.
- Maintain awareness and monitor legislative changes and assist with developing and reviewing policies and procedures.
- Provide first level advice to internal and external customers on parking related regulatory matters.
- Respond to customer enquiries in a timely manner.
- Carry out the initial investigation on matters relating to customer complaints in respect of staff in the Parking Enforcement team.
- Maintain accurate records and manage the AutoCITE and AutoISSUE systems.
- Liaise with the Revenue New South Wales on matters relating to parking penalty notice enquiries and/or requests for adjudication.
- Prepare reports and make recommendations to CN's Public Officer for determination on matters relating to parking penalty notice adjudications.
- Purchase stores, materials and uniforms for CNs Enforcement Officers.
- Any other accountabilities or duties as directed by Supervisor / Manager which are within the employee's skill, competence and training.

The essentials you'll need:

- Demonstrated experience in a highly regulated and compliance driven environment or relevant industry experience with the ability to interpret legislation, policies and procedures.
- Excellent communication and interpersonal skills demonstrated by abilities in consultation, negotiation, conflict resolution, positive team participation, and the capacity to develop and manage effective relationships with all stakeholders and all levels of staff.
- Demonstrated leadership skills with the ability to motivate staff to deliver outcomes and provide quality service within identified timelines, budgetary and legislative provisions or guidelines.
- Ability to identify, promote, and influence positive cultural change within an operational team, in line with organisational expectations.
- Sound analytical and problem solving skills with the ability to competently address parking enforcement issues applying sound mediation, conflict and negotiation skills.
- Demonstrated ability to manage work priorities and to work independently without supervision.
- Excellent customer service skills, public contact experience and the ability to promote CN's image with the proven ability to develop relationships in order to deliver a quality service.
- Sound written and oral communication skills including sound computer literacy.

Other valuable skills you may have:

- Demonstrated ability in parking enforcement involving timed on street parking and timed parking, including but not limited to issuing of electronic penalty notices, the use of electronic equipment and processing systems.
- Significant understanding of parking enforcement processes, including a working knowledge of relevant NSW legislative and policy requirements for Local Government.
- Experience in the collection and preparation of evidence in order to support Parking Enforcement staff in preparation of court proceedings.
- Class 'C' Drivers Licence.
- Working knowledge of Microsoft Office Products - Word, Excel, Access and Outlook.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	