



Position Details

Position title:	Coordinator Appeals Administration
Award Classification:	Band 8
Department:	Safety and Amenity
Division:	City Development
Date Approved:	August 2026
Approved By:	Manager, Safety and Amenity

Organisational Relationships:

Reports To:	Manager, Safety and Amenity
Supervises:	Senior Appeals Administration Officer (1), Appeals Administration Officer (5), Appeals Administration Operations Officer (1)
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Ensure the internal review of Council's parking infringement notices, nominations and requests for payment plans are administered in accordance with relevant legislation.
- Supervise and lead the Appeals Administration team and provide informed strategic advice to Management regarding industry and relevant government body activities.
- Act as the Contract Manager for the Parking Infringement Management Services contract and ensure compliance with contract requirements.

Key Responsibilities and Duties

- Responsible for the supervision and leadership of the Appeals Administration team.

- Responsible for the contract management and performance managing of the Parking Infringement Management Services contract.
- Develop, continuously improve and maintain policies and procedures in line with Council objectives, Attorney-General, Victorian Ombudsman, Department of Justice and Community Safety guidelines and all associated legislation.
- Responsible for ensuring the internal review of parking infringement notices, driver nominations and requests for payment plans are administered in accordance with Council guidelines and service standards and all relevant legislation.
- Investigate and problem solve issues that arise during the internal review process and provide feedback to relevant stakeholders as required.
- Ensure high quality of customer service within the Appeals Administration team.
- Develop and maintain internal guidelines, processes and training material to reflect industry best practice, and continuously improve to meet legislative and government body directives and recommendations.
- Representative, advocate and designated contact for Fines Victoria and Infringement Standing Advisory Committee (ISAC) and any other relevant industry bodies.
- Responsible for ensuring that Enforcement Review cancellations, Work and Development Permits, Family Violence Scheme applications and payment arrangements are processed in accordance with legislative requirements.
- Ensure risk controls are in place for the operation of the Appeals Administration team.
- Maintain accurate finance and administrative records and develop reports for Council and regulatory agencies as required.
- Liaise with State and Local Government Agencies and seek regular updates on developments in legislation, regulations, industry trends, best practice benchmarking relevant to the departmental activities and regulatory framework and provide information to the Safety and Amenity department.
- Develop, monitor and manage the Appeals Administration budget in consultation with the Manager Safety and Amenity and in line with corporate policies and procedures.
- Support the Manager, Safety and Amenity in the effective and ongoing management of Council's Information Protection Agreement with the Department of Transport and Planning.

Accountability and Extent of Authority

- Accountable for accurate, timely resolution of customer requests and processing of work in accordance with Council guidelines, service standards and relevant legislation.
- Accountable for monitoring and development of staff performance.
- Accountable for the security of all protected information, including the specific requirements of the VicRoads/Department of Transport and Planning Information Protection Agreement.
- Accountable for the management of the Parking Infringement Management Services contract.

Judgement and Decision Making

- Use sound judgement and decision making in all liaisons with contractors and recommendations for infringement internal reviews, driver nominations and payment plans in accordance with Council guidelines, service standards and relevant legislation.
- Provide guidance and advice for complex problems related to the administration of infringement notices and assessment of internal reviews.

Specialist Skills and Knowledge

- Excellent understanding and knowledge of relevant legislation, guidelines and policies that guide the operation of the infringement management process.
- Excellent knowledge and experience of contract management and procurement within a local government context.
- Strong working knowledge, understanding, interpretation and application of relevant legislation.
- Experience providing leadership and supervising a high performing team.
- Strong computer skills in document and data management packages, and the ability to quickly adapt to new software packages, including high-level skills in the use of MS Office, financial, records and geographic mapping systems, etc. combined with the ability to support and encourage computer skills development across the department.

Management Skills

- Ability to manage, plan and organise time and resources to ensure high volumes of work are delivered to high quality standards accurately and on time.
- Ensure risks are mitigated and services are delivered to ensure business continuity.
- Management skills to achieve objectives despite conflicting pressures.
- Provide guidance and advice to other staff on technical/procedural or administrative matters (including training where required).
- Ability to prepare complex internal/external correspondence and reports.
- Ability to develop, implement and monitor budgets, resources and operational plans for the areas of responsibility.
- Undertake effective personnel practices in day-to-day supervision of staff, recruitment, selection, resource management and provide ongoing job training and guidance to staff.
- Use time management skills to plan and organise own work and that of direct reports to achieve objectives and organisational constraints within specified timeframes despite conflicting pressures.
- Influence others to uphold values and behaviours through leading by example.
- Knowledge of, and the ability to implement human resource practices including Equal Employment Opportunity, Recruitment & Selection, Occupational Health & Safety, Training & Development, and Performance Management.

Interpersonal Skills

- Proven leadership to support, engage, develop, motivate and lead teams.
- Excellent communication skills, both in writing and verbally, with a broad range of people (internal and external) clearly, concisely, tactfully, courteously and professionally.
- Demonstrated conflict resolution and problem-solving skills for complex customer requests.
- Commitment to the provision of high-quality service delivery.
- Ability to work effectively individually and in a team to contribute to team goals and objectives.
- Flexibility to rapidly adjust and adapt to changing work demands and routines whilst meeting service commitments.

Qualifications and Experience

- Generally, the applicant would be required to hold a business administration qualification at certificate or diploma level.

Experience:

- The applicant can demonstrate extensive experience in a senior business administration role including the practical application of policy and legislation in a complex environment.
- Strong technical knowledge and application of road safety and infringement legislation, combined with law enforcement procedures in a local government context.
- Experience in a leadership role within a regulatory or legal environment, preferably in the Local Government sector.

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.



Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Support Council's business continuity, emergency management and municipal recovery activities when required.

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).

Key Selection Criteria

- Ability to demonstrate Council's values of working together, creative and strategic thinking, personal growth and performance, courage and integrity, accountability and community first.
- Leadership experience managing a team to achieve high quality service provision and the key performance targets.
- Demonstrated experience in leading and motivating teams, fostering a positive workplace culture, and developing people.
- Excellent verbal and written communication skills with an ability to write clear, concise and accurate correspondence and reports.
- Demonstrated conflict resolution and problem-solving skills for complex customer requests.
- Demonstrated high level technical knowledge and application of Road Safety and Infringement legislation, combined with law enforcement procedures in a local government context.
- High level problem solving, investigative and analytical skills, and a track record in developing risk mitigation strategies in a complex operating environment.



- Demonstrated ability to deal effectively and diplomatically with conflict, complaints and enquiries from a range of stakeholders, ensuring Council is represented professionally at all times.
- Highly developed written and verbal communication skills.
- Experience in Local Government or justice related field is desirable.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.