



Position Description

Shared Transport Services Officer

The 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.

POSITION TITLE:	Shared Transport Services Officer
Award Classification:	Band 6
Department:	Partnerships and Transport
Division:	Development, Transport and City Amenity
Date Approved:	23 July 2021
Approved By:	Manager Partnerships and Transport

ORGANISATIONAL RELATIONSHIPS:

Reports To:	Coordinator Strategic Transport
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Car Share and Shared Micromobility Providers, schools, workplaces, rate payers and residents, members of the public, government representatives, Statutory Authorities, Universities, clients, suppliers, consultants and contractors.

POSITION OBJECTIVES

- To expand the network of car share vehicles across Port Phillip and manage the performance of Car Share Providers to realise Council's targets and benefits within its Car Share Policy 2016-2021 (and future policies).
- To oversee the operation of shared micromobility and new transport technologies in Port Phillip to ensure that the utilisation is maximised, negative impacts are minimised and to meet the targets set in Council's Integrated Transport Plan (Move, Connect, Live).
- Work collaboratively with members of Partnerships and Transport Department to contribute to the delivery of other outcomes in Move Connect Live.



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Shared Transport Services Officer

KEY RESPONSIBILITY AND DUTIES

- Review and develop the Car Share Policy and relevant agreements, contribute to the development of new policy settings and regulations for shared micromobility, and guide the review and development of Council policies that reference shared transport.
- Develop and manage agreements with operators of shared mobility services including car share, and relevant cross-government shared micromobility agreements, and manage relationships and performance meetings with car share and shared micromobility operators, and relevant internal and external stakeholders.
- Administer agreements, processes and procedures, publicly available information and promotion to ensure the smooth operation and performance of car share, micromobility and other new transport technology services in Port Phillip in consultation with the relevant teams in Council.
- Manage external consultation on applications by car share operators and other shared mobility services and respond to any requests including those coming from the community, Council Officers or Councillors, and provide reports as required.
- Develop relevant policy positions and investigate opportunities to implement new transport technology, including on demand transport services and road user charging.
- Collaborate, support and work closely with colleagues in the Strategic Transport Team and Partnerships and Transport Department in the delivery of projects and programs aligned to Port Phillip's Move, Connect, Live Integrated Transport Strategy.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for ensuring that all projects and programs are in line with the Council Plan 2021-2031, Move, Connect Live, Integrated Transport Strategy and Car Share Policy and that shared transport providers performance accords with Council's and the community's expectations contained in relevant agreements with operators.
- Responsible for ensuring all projects, programs and targets are delivered within agreed timelines and budget.
- Responsible for negotiation of cross-governmental processes and agreements relevant to the delivery of shared mobility services in Port Phillip under the guidance of the Coordinator Strategic Transport and Manager Partnerships and Transport.

JUDGMENT AND DECISION MAKING

- This position is guided by the Council Plan 2021-2031 Move, Connect, Live Integrated Transport Strategy and Car Share Policy.
- Day to day decision making in accordance with delegated authority, budget and organisation objectives.
- Guidance and advice will be provided by the Coordinator Strategic Transport and Manager Partnerships and Transport.

SPECIALIST SKILLS AND KNOWLEDGE

- Strong organisational and administrative skills.



Position Description

Shared Transport Services Officer

- Ability to think systematically and strategically in seeking solutions to complex problems and recommend / determine appropriate courses of action.
- Capability to prepare professional and well-structured reports, correspondence and other documents for internal and external audiences, using standard Microsoft software.
- Ability to interpret data using software applications such as spreadsheets, databases and mapping, and to advise, report, make recommendations and present on technical and policy matters and liaise with other professionals as well as the general public.
- Project management skills with an understanding of the complexities and benefits of integrated transport and parking management outcomes.
- Ability to influence in an effective manner that also builds relationships amongst others in the community and across the organisation.
- General knowledge and experience in options analysis, monitoring and evaluation.
- Sound financial management skills.

MANAGEMENT SKILLS

- Ability to manage own time, plan and organise own work and resources to achieve personal and organisational objectives.
- Strong project coordination and delivery skills.
- Ability to work independently, think creatively to solve problems, and support others in service delivery.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Highly developed written and verbal presentation skills in the communication of complex technical ideas and policy issues to a variety of audiences.
- Effective skills in consulting, negotiating and influencing outcomes and conflict resolution. This includes the ability to gain co-operation and support from a range of people including other staff, community members and external organisations.
- Ability to work across the organisation and with the community to increase understanding, valuing and uptake of shared transport services such as car and bike share schemes.



Position Description

Shared Transport Services Officer

- Experience with site-specific consultation, particularly in relation to parking and working with car share and shared micromobility operators would be an advantage
- Proven ability to understand, interpret and operate appropriately consistent with the strategic direction and outcomes of the organisation, its values and Council's vision.
- Ability to work effectively in a team, across Council and with other organisations.

QUALIFICATIONS AND EXPERIENCE

- Experience in successfully managing performance based service contracts or administering service delivery programs.
- Experience developing policy based upon research, analysis and stakeholder engagement.
- Experience with site-specific community and stakeholder consultation.
- A tertiary qualification or more than 3 years in transport, local government or a related field is desirable.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the 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.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

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 evidence of mandatory qualifications/registrations/licences,
- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.

KEY SELECTION CRITERIA

- Strong coordination skills with demonstrated experience in the design, implementation and evaluation of car share, shared transport services, or similar programs.
- Demonstrated ability to develop, negotiate issue resolution and successfully manage performance based service agreements or contracts.
- Experience in developing policy and procedures to respond to emerging transport technologies and shared mobility services based upon research, analysis and stakeholder engagement.
- Well-developed communication skills, with the ability to develop materials for promotion and consultation, prepare reports of a complex nature, and present information in a concise, accurate and simple manner.