



Position Description

Coordinator Appeals Administration

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: Coordinator Appeals Administration

AWARD CLASSIFICATION: Band 8

DEPARTMENT: Safety and Amenity

DIVISION: Development, Transport & City Amenity

DATE APPROVED: November 2020

APPROVED BY Manager, Safety and Amenity

ORGANISATIONAL RELATIONSHIPS:

REPORTS TO: Manager, Safety and Amenity

SUPERVISES: Senior Appeals Officer (1), Appeals Officer (3), Appeals Administration Officer (2), Appeals Support Officer (1)

INTERNAL LIAISONS: Council Employees and Managers, Executive Team and Councillors

EXTERNAL LIAISONS: State and Local Government compliance agencies, Statutory Authorities, suppliers, consultants, contractors, members of the public and legal representatives

POSITION OBJECTIVES

- To provide leadership and management of the direct delivery of a proactive and responsive Appeals Administration Service to assist in the delivery of the Council Plan.
- To ensure that the work of the unit is undertaken in accordance with all relevant legislation, policy, regulations and guidelines.

KEY RESPONSIBILITY AND DUTIES



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- Consistently demonstrate, uphold and promote Council's values and behaviours in all daily activities; including the way in which appeal decisions are made.
- Establish and monitor work priorities within the Parking Appeals unit to meet departmental and corporate objectives.
- Develop, monitor and manage the Parking Appeals unit budget in consultation with the Manager Safety and Amenity and in line with corporate policies and procedures.
- Lead and manage the Parking Appeals team, ensuring effective management of OHS and wellbeing, development of staff capabilities, encouragement of quality conversations and feedback on performance, continuous improvement and excellent service to the community.
- Ensure a Work Planning and Performance review and appraisal process is in place and regularly reviewed for each staff member, to ensure that all direct report employees understand performance expectations and plans for improvement.
- Prepare Council reports, briefings, Councillor updates or information sheets on topics or issues that the work unit is responsible for.
- Ensure that Council's statutory obligations under the applicable legislation are effectively and efficiently met.
- Effectively manage the contracts applicable to the Parking Appeals unit, including the Parking Administration Services contract and the Coin Collection contract and any others that arise.
- Develop, continuously improve and maintain policies and procedures in line with Council objectives, Attorney-General, Ombudsman, Department of Justice and Community Safety guidelines and all associated legislation.
- Keep abreast of changes in the legislation, regulations, industry trends, best practice, and policy administered by the Parking Appeals unit and ensure the unit's staff are knowledgeable, competent and skilled in interpretation and application of the requirements of the unit.
- Ensure the internal review of parking infringement notices, parking infringement 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.
- Participate in industry groups and represent Council in stakeholder forums such as Fines Victoria and Infringement Standing Advisory Committee (ISAC) and any other relevant industry bodies.



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- 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 and accurate records are in place for the operations of the Parking Appeals unit.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Authority to exercise discretion in applying established practices and procedures in relation to a variety of situations.
- Authority to act in accordance with documented delegations and authorities and relevant policies and laws to:
 - Make decisions on parking infringement appeals;
 - Prepare Brief of Evidence documents and attend hearings at court where required;
 - Liaise with representatives of other government departments with responsibilities for enforcement, appeals and complaint handling.
- Decisions and action taken by the incumbent may have a significant effect on the public and its perception of the wider organisation.
- Accountable for the security of all information, including the specific requirements of the VicRoads Information Protection Agreement.

JUDGMENT AND DECISION MAKING

- In consultation with the Manager, brief and provide support to Council's legal representatives in relation to matters of law.
- Required to exercise sound judgement and excellent decision making in all matters relating to infringement internal reviews, nominations, payment plans and contract management, in accordance with relevant legislation, Council guidelines and service standards.
- Provide specialist advice and informed options to management and Council on complex issues

NOTE: - This position requires the incumbent to operate with little direct supervision within a broad policy and complex legal framework.

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.
- Experience providing leadership to, and managing, a specialist team.
- Analytical problem solving and investigative skills that enable resolution of complex matters.



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- 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 and software skills development across the department.

MANAGEMENT SKILLS

- Ability to effectively manage staff including day to day supervision, undertake recruitment, provide ongoing job training and guidance.
- Provide guidance and advice to other staff on technical/procedural or appeals administrative matters (including basic training if required).
- Utilise 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.
- 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.
- Ability to plan and manage risks to ensure service delivery and business continuity.
- Ability to 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.

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

- Excellent communication skills both verbal and written, with the capacity to represent Council and influence positive exchanges or outcomes at professional forums, community or stakeholder engagements, or tribunals such as VCAT.
- Ability to build and maintain productive and effective relationships at all levels of the organisation, delivering a customer focused service and exchange.



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- Excellent community engagement and liaison skills to represent the City of Port Phillip in a professional manner when dealing with the community.
- Excellent verbal skills with the ability to concisely articulate complex technical matters to non-expert audiences.
- Ability to liaise with counterparts in other organisations to discuss and resolve planning compliance matters.
- Flexibility to rapidly adjust and adapt to changing work demands and routines whilst meeting service commitments.

QUALIFICATIONS AND EXPERIENCE

Academic:

- A relevant tertiary qualification such as business administration and/or:

Experience:

- Experience in a leadership role within a regulatory or legal environment, preferably in the Local government sector.
- Extensive experience in a senior business administration role including the practical application of policy and legislation in a complex environment.
- Strong technical knowledge of, and expertise in applying road safety and infringement legislation, combined with law enforcement procedures in a Local government context.
- Current Victorian Driver's Licence.

KEY SELECTION CRITERIA

1. A relevant tertiary qualification and/or at least three years' experience in Appeals management, preferably in a Local Government environment.
2. Demonstrated excellent technical knowledge of Road Safety and Infringement legislation, combined with strong experience in law enforcement actions and procedures.
3. High level problem solving, investigative and analytical skills, and a track record in developing solutions to issues/problems in a complex operating environment.
4. Demonstrated experience in leading and motivating teams, fostering a positive workplace culture, and developing people.
5. Excellent verbal and written communication skills with an ability to write clear, concise and accurate correspondence and reports.
6. High level problem solving, investigative and analytical skills, and a track record in developing and implementing risk mitigation strategies in a complex operating environment.
7. Demonstrated ability to deal effectively and diplomatically with conflict, complaints and enquiries from a range of internal and external stakeholders, ensuring Council is represented professionally at all times.
8. Strong track record in contract management.