



Position Details

Position title:	Senior Parking Enforcement Officer
Award Classification:	Band 5
Team:	Parking Services
Department:	Safety & Amenity
Date Approved:	February 2026
Approved By:	GM City Development

Organisational Relationships:

Reports To:	Team Leader Parking Operations & Contracts
Supervises:	Parking Enforcement Officers, School Crossing Supervisors
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, School representatives, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

Position Objectives

- Provide leadership within the parking enforcement team to deliver and support efficient and effective service to the community.
- Exercise personal judgment within agreed standards to respond to service requests in line with relevant expectations and procedures.
- To provide operational assistance and leadership in the field to the parking enforcement team providing a link between strategic and operational goals.
- Advise and educate residents, ratepayers, motorists and the public of their responsibilities under relevant Acts and Regulations.
- Enforce provisions of the *Road Safety Road Rules 2009*, the Local Government Act 2020, and other relevant Acts, Regulations and Local Laws.
- Provide ongoing enforcement of parking restrictions to improve parking opportunities for motorists.



Key Responsibilities and Duties

- Support Parking Enforcement Officers whilst working in the field.
- Support the Team Leader Parking Operations & Contracts in the supervision of school crossing supervisors and crossings in accordance with relevant protocols.
- Take a lead role in training and mentoring of new parking enforcement officers and school crossing supervisors. Including induction, Mandatory training and ongoing support.
- Contribute to completion of 10 weekly and weekly parking enforcement rosters when and if required.
- Support and manage prosecutions at the magistrate's court when and if required with the assistance of the Team Leader Enforcement & Projects.
- Support the investigation and management of derelict & abandoned vehicles, clearway towing and emergency towing.
- Support management of fleet vehicles in accordance with Council's Motor Vehicle Policy.
- Respond to service requests within agreed timeframes.
- Other duties as may be reasonably required from time to time within the scope of the position.
- Work within the roster requirements of the position and reasonable overtime as required. Also be available for work during major events including Grand Prix and St Kilda Festival.

Accountability and Extent of Authority

- Effectively and efficiently enforce the *Road Safety Road Rules 2009*, *Local Government Act 2020*, Local Laws and other relevant legislation.
- Guide, monitor and respond to the day-to-day performance of staff within the unit to meet service plans, service commitments and budgetary objectives.
- Responsible for supporting Team leaders and reporting staff issues and feedback that impact field employees.
- Assist with the management of rosters to meet the needs of the unit.
- Record derelict & abandoned vehicles, clearway tows and emergency tows in accordance with relevant policies, legislation and contractual arrangements.
- Ensure fleet motor vehicles are maintained in a timely manner, in roadworthy condition and reflecting a good image of the City.
- Act in a manner that reflects the powers and constraints of legislation, road rules, council policies, delegations & authorities and budget parameters.



- Provide advice as required on the development and implementation of policy and operational procedures.

Judgement and Decision Making

- Exercise appropriate discretion when making decisions on *Road Safety Roads Rules 2009*, Local Laws and other relevant legislation.
- Decisions will be reflected in the level of service received by an individual or locality and generally have local impact on the perception of the organisation.
- Ability to identify employee problems and reference the team leader where necessary.
- Decisions made by this position will often determine the mode of response to situations, as selected from a range of known or prescribed options.
- Guidance and advice are always available from Team leaders within the time required to make a decision.

Specialist Skills and Knowledge

- Sound knowledge of the *Road Safety Act 1986*, *Local Government Act 2020*, Local Laws and other legislation.
- A detailed understanding of the goals and functions of the parking enforcement team and a broad understanding of the wider organisation.
- Knowledge of people management tools, understanding of Council policies, ability to support staff in issues relating to rostering, payroll and interpretation of conditions of employment necessary for staff supervision.
- Developed interpersonal and administrative skills necessary to gather information, ensure follow-through, communicate with complainants and other relevant parties and to track actions required regarding towed vehicles.
- Excellent service skills and values, ability to prioritise and communicate in a way that maximises team performance & service satisfaction and the ability to use the Customer Request System.
- Computer skills for the issuing of infringements by handheld technology.
- Basic skills in Microsoft Windows and Outlook personal computer applications.
- Apply a broad understanding of the roles of other units within the Council with an enforcement function.
- Outstanding customer service skills and conflict resolution skills



Management Skills

- Plan and organise daily activities to effectively enforce the Road Safety Road Rules.
- Work under limited supervision.
- Ability to manage time, plan & organise own work, set priorities and review work of staff.
- Ability to assist in developing and implementing long term staffing strategies.
- General understanding of and/or ability to implement human resource practices including. EEO, OH&S, Training & Development, and Performance Management
- Assist other employees by providing advice, guidance and training on routine matters.

Interpersonal Skills

- Well-developed negotiation and conflict management skills.
- Excellent customer service and public relation skills
- Ability to gain co-operation & assistance from staff, clients and members of the public. Excellent skills required in spoken and written communication.
- Ability to prepare routine internal/external correspondence and reports, generally based on precedent or standard templates.
- Tactfully deal with public complaints.
- Have a positive and committed work ethic.
- Ability and willingness to work as an effective member of a team.

Qualifications and Experience

- Demonstrated experience in a local government or relevant law enforcement background.
- Complete note-taking function when issuing infringements to a standard suitable for external review.
- Draft standard reports and complete standard forms.

Mandatory Requirements

- Current Victorian Driver Licence and Vic Roads Verification
- Pre-employment medical check and Functional Capability Evaluation



Key Selection Criteria

- Able to demonstrate achievement in leadership of a group of staff to actively provide and promote service culture through personal leadership and support.
- Supervisory experience and ability to drive the performance and meet service delivery outcomes.
- Excellent communication and negotiation skills including the ability to understand and tactfully deal with complaints.
- Experience in an enforcement field
- Well-developed customer service and conflict resolution skills
- Commitment to Customer Service Outcomes and employee Health and Safety.
- Able to demonstrate, administrative and organisational skills necessary to perform the role and support delivery of business objectives in a busy service environment. Ability to resolve day to day employee and operational issues and provide accurate and timely reports to supervisor and customers.
- Developed IT/computer skills – including MS Office programs at an intermediate level.
- Demonstrated ability to work in a team environment and positively contribute to the team.
- Demonstrated knowledge of the *Road Safety Rules 2017*, Local Laws and other relevant legislation.
- Demonstrated knowledge of OH&S guidelines and risk minimisation strategies

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

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 the right to work in Australia
- Sufficient proof of identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Working with Children Check (employee type with City of Port Phillip registered as the organisation).
- Pre-employment Medical Check (at the cost of council)

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.