Position Details

Position title:	**Appeals Administration Officer**
Award Classification:	Band 5
Department:	Safety & Amenity
Division:	City Growth & Development
Date Approved:	November 2025
Approved By:	Manager Safety & Amenity

Organisational Relationships:

Reports To:	Coordinator Appeals Administration
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, Statutory Authorities and Contractors

Position Objectives

- To conduct the internal review of Council issued infringement notices, process parking infringement nominations and assess requests for payment plans
- Manage the process for enforcement of multiple offenders
- Provide administrative and customer service support within the Appeals Administration team

Key Responsibilities and Duties

- Assess applications for internal reviews in accordance with Council guidelines and relevant legislation
- Liaise with customers where required and produce clear written responses outlining the internal review decision
- Assess and initiate action regarding administrative enforcement of drivers with multiple outstanding parking infringements in accordance with Council processes

- Assess and process parking infringements, nominations and requests for payment plans, and any other infringement processing duties as required
- Investigate and problem solve issues that arise during the internal review process and provide feedback to relevant Council teams where required
- Work within the team to ensure work related tasks are conducted in accordance with relevant standards and work guidelines
- Maintain accurate records

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 the security of all information, including the specific requirements of the Department of Transport & Planning Information Protection Agreement

Judgement and Decision Making

- Determine outcomes of applications for parking infringement internal reviews, nominations and payment plans in accordance with Council guidelines, service standards and relevant legislation
- Guidance and advice for complex problems is generally available from the Appeals Administration team, the Senior Appeals Administration Officer and the Coordinator Appeals Administration

Specialist Skills and Knowledge

- Knowledge, understanding, interpretation and application of policy within legislative frameworks is desirable
- Experience in a variety of word processing and data management systems, and ability to quickly adapt to multiple unfamiliar software packages, including high-level skills in the use of MS Office programs, record keeping and geographic mapping systems, etc. combined with the ability to support and encourage computer skills development across the team

Management Skills

- Ability to manage, plan and organise time to ensure high volumes of work are delivered to high quality standards, accurately and on time

Interpersonal Skills

- Excellent communication skills, both in writing and verbally, with a broad range of people (internal and external) clearly, concisely, courteously, tactfully 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 adjust and adapt to changing work demands and routines whilst meeting service commitments

Qualifications and Experience

- **Academic:** The applicant should hold a business administration qualification at certificate or Diploma level or demonstrated experience within an infringement review role
- **Experience:** The applicant should demonstrate experience in a government or regulated business administration environment including the use and interpretation of legislation and complex problem solving

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 their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.

Key Selection Criteria

- Ability to exercise personal judgement within agreed standards to respond to a request
- Ability to demonstrate Council's values of working together, creative and strategic thinking, personal growth and performance, courage and integrity, accountability, and community first
- Demonstrated commitment to providing excellent customer service
- Excellent written and verbal communication skills with an ability to write clear, concise and accurate correspondence for complex customer requests
- Ability and willingness to work quickly and accurately both individually and as part of a team to maintain service standards
- Knowledge, understanding and interpretation of the *Infringements Act 2006*, *Road Safety Road Rules 2017*, and other relevant legislation, preferably with experience in Local Government or justice related fields

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.