



City of
Norwood
Payneham
& St Peters

PARKING COMPLIANCE OFFICER

POSITION & PERSON DESCRIPTION

June 2024

POSITION DETAILS

DEPARTMENT:	Urban Planning & Environment
UNIT:	Development & Regulatory Services
ORGANISATIONAL RELATIONSHIP:	Team Leader, Regulatory Services The Position is also expected to work in collaboration with other staff across the organisation.
DIRECT REPORTS:	Nil.
AWARD:	<i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement</i>
CLASSIFICATION:	General Officer, Level 2
SPECIAL CONDITIONS:	After hours and weekend work on a regular rostered basis and during community events is required. This position does not require the 'regular' application of skills, knowledge and expertise from a Tertiary Qualification and is not subject to the Progression Classification under the South Australian Municipal Salaried Officers Award.

POSITION OVERVIEW

The Parking Compliance Officer, Regulatory Services is responsible for ensuring compliance with a wide range of legislative and Council policies relating to parking management and regulatory services generally.

The key outcomes of this position are to ensure that parking is available in a safe, convenient and appropriate manner which supports the primary land use activities across the City. Other outcomes include, assisting where required, the Team Leader, Regulatory Services and the Senior Compliance Officer in meeting the Council's legislative obligations in respect to regulatory services responsibilities while utilising best practice governance and procedural fairness models.

POSITION OBJECTIVES

- To undertake the necessary duties required as an Authorised Officer of the Council under the:
 - Road Traffic Act (SA) 1961;
 - Private Parking Act 1986;
 - Australian Road Rules;
 - Expiation of Offences Act 1996;
 - Council By-Laws;
 - Dog and Cat Management Act 1995; and
 - Local Nuisance and Litter Control Act 2016.

KEY RESPONSIBILITIES

1. PARKING MANAGEMENT

- Undertake enforcement of parking controls throughout the City and in Private Parking Areas in which the Council is authorised to undertake enforcement.
- Identify, whilst on patrol, any signage and line marking (associated with parking controls) that require replacement or upgrading, to ensure that parking controls are readily and easily identifiable and enforceable.
- Undertake Residential Parking Permit property site inspections.
- Undertake Abandoned Vehicle complaint inspections and investigations where required.

Performance Indicators

- Ensure accurate Expiation Notices are issued in accordance with the Council's policies and procedures and legislative requirements.
- Timely and accurate reporting of any maintenance required to line markings or signage.
- Timely and accurate reporting in relation the Council's Customer Request System.

2. REGULATORY SERVICES

- Assist where required with the enforcement of the Council's By-Laws and other relevant legislative requirements.
- Assist where required regarding complaints associated with abandoned vehicles.
- Assist where required with complaints regarding illegal dumping of rubbish in public places.
- Assist with property site inspections for Residential Parking Permit applications.
- Ensure compliance with the Council's *Display of Business Merchandise and Objects on Council Footpaths Policy and Smoking-Free Policy*.

Performance Indicators

- Accurate and timely provision of information and responses to complaints in accordance with the relevant processes, procedures and legislative requirements.

3. ANIMAL MANAGEMENT

- Assist where required with impounding and transporting lost or stray dogs as required.

Performance Indicators

- Timely and efficient handling of tasks in accordance with the relevant processes and procedures.
- Timely and accurate reporting in relation the Council's Customer Request System.



SELECTION CRITERIA

ESSENTIAL

- Experience with Windows software, Microsoft Office applications and other business systems.
- Demonstrated customer service skills and communication skills.
- Ability to work in isolated settings when undertaking duties.

DESIRABLE

- Prior experience working in Parking Enforcement and Regulatory Services.
- Experience in operating devices and software for issuing expiation notices.
- Working knowledge and understanding of the obligations placed on Local Government in enforcing and achieving legislative compliance regarding parking management, animal management and regulatory services generally.
- Experience with negotiation and conflict resolution and the ability to maintain professionalism at all times.
- Effective time management skills.
- No formal qualifications are required.
- Knowledge of applicable legislation:
 - *Dog and Cat Management Act 1995;*
 - *Local Government Act 1999;*
 - *Road Traffic Act (SA) 1961;*
 - *Private Parking Act 1986;*
 - *Australian Road Rules;*
 - *Expiation of Offences Act 1996;*
 - *Fire and Emergency Services Act 2005;*
 - *Local Nuisance and Litter Control Act 2016;* and
 - *Unclaimed Goods Act 1987.*

DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.
- Authorised to act for and on behalf of the Council in matters relating to parking management and regulatory services functions. Complex matters are to be referred to the Team Leader, Regulatory Services in complex situations.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children* Clearance.
- Current Drivers Licence.
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- After hours and weekend work on a regular rostered basis and during community events is required.

WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction and annual)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Heat Stress (every three (3) years)
 - Working With Wildlife (every three (3) years)

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- Canine Behaviour (every five (5) years)
- Isolated Workers (every three (3) years)
- Hazardous Manual Tasks Awareness (induction)
- Fatigue Awareness (every five (5) years)
- Work Zone Traffic Management Ticket (every three (3) years)



ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.



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AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Parking Compliance Officer.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Insert Name of Incumbent.
PARKING COMPLIANCE OFFICER

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.