

Position Description

POSITION TITLE:	Team Leader Parking
POSITION NO:	1217
DIRECTORATE:	Planning and Environment
DEPARTMENT:	Emergency Management and Regulatory Services
SECTION:	Parking and Local Laws
CLASSIFICATION:	Band 6
LOCATION:	95 Sunshine Rd, Footscray
DATE:	October 2026

ORGANISATIONAL RELATIONSHIPS

Reports to:	Coordinator Parking and Local Laws
Supervises:	Parking Officers
Internal Liaisons:	Customer Service, Local Laws, Transport and Traffic, Engineering, Planning, Finance, Governance and Legal, Information Technology, Communications and other Council teams and employees.
External Liaisons:	Residents, traders, schools, Victoria Police, Department of Transport and Planning, Fines Victoria, Magistrates' Court, contractors, technology providers, and neighboring councils.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

Lead a capable, accountable, and community-focused Parking Enforcement team to improve parking safety, access, and turnover across the City of Maribyrnong.

Combine visible field leadership, fair enforcement and data-led patrol planning to develop staff, strengthen public confidence, and improve service delivery.

DUTIES AND RESPONSIBILITIES

- Lead, coach, and develop Parking Officers, set clear expectations, monitor performance, and foster a safe, inclusive, and accountable team culture.
- Coordinate rosters, leave coverage and daily deployment to meet service standards, risks and demand, including required after-hours and weekend services.

- Plan targeted patrols using parking sensors, infringement and occupancy data, customer requests and local knowledge, including school zones, activity centres, and accessible parking.
- Undertake weekly field patrols with team members to support officers and provide coaching to achieve high service standards as well as respond to complex operational situations.
- Ensure infringements, evidence, photographs, and records are accurate, timely and consistent with legislation, Council procedures, and procedural fairness; provide internal review inputs and attend court as required.
- Lead safe field operations, addressing traffic exposure, lone working, aggression, fatigue and wellbeing risks through briefings, risk controls, incident follow-up, and timely escalation.
- Oversee timely responses to parking requests and escalated complaints, using sound judgement, de-escalation, and appropriate referral.
- Bring a continuous improvement mindset to the role to deliver better team outcomes.
- Monitor and report on compliance outcomes, patrol coverage, evidence quality, customer response times, and safety trends; use findings to improve deployment, coaching and service delivery and inform the coordinator's planning and budget decisions.
- Lead practical improvements to procedures, training and digital workflows, supporting staff through change and evaluating whether improvements deliver better service outcomes.
- Support effective use and care of enforcement systems, vehicles, and equipment within approved resources.
- Collaborate with Council teams, residents, traders, schools, agencies, and neighbouring councils to resolve parking issues, refer signage and infrastructure concerns, and share better practice.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.
- We are a child safe organisation and an equal opportunity employer. We embrace diversity and are committed to child safety and supporting the best interests of children in all our operations.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accountable for daily team deployment, service standards, officer support and the quality of operational advice and records.

- Exercise authorised officer powers only within current authorisations, legislation, and Council policies; ensure staff understand these limits.
- Contribute specialist advice to policy and service development, working within agreed objectives, approved budgets, and reporting arrangements.
- Refer matters beyond authority or with significant legal, safety, financial, industrial, policy or reputational implications to the coordinator.

JUDGEMENT AND DECISION MAKING

- Balance education and proportionate enforcement, considering legislation, evidence, community impact, and officer safety.
- Use operational data, established procedures and professional judgement to prioritise patrols, resolve problems and improve work practices.
- Apply discretion, confidentiality and procedural fairness in sensitive complaints and infringement matters.
- Seek guidance where authority, legislation or policy is unclear; advice from the coordinator and specialist Council staff is generally available.

SPECIALIST SKILLS AND KNOWLEDGE

- Practical knowledge of Victorian parking legislation, infringements, authorised officer powers, evidence, internal review, and court processes.
- Ability to use enforcement systems, handheld devices, parking sensors, reporting tools, and Microsoft 365, and translate data into practical patrol plans.
- Understanding risk-based compliance, procedural fairness, privacy, information security, and record keeping.
- Knowledge of quality assurance, safe field operations, and the team's contribution to Council's service objectives.
- Working understanding of budgets, procurement, and contractor coordination relevant to parking operations and equipment.

MANAGEMENT SKILLS

- Plan and prioritise a dispersed field team's workload, balancing demand, risk, available resources, and service standards.
- Apply Council's people management, equal opportunity and occupational health and safety practices when supervising staff.
- Set expectations, provide constructive feedback, address performance concerns, and develop staff capability through coaching and training.
- Communicate team priorities, support wellbeing, and lead practical service improvements aligned with Council objectives.

INTERPERSONAL SKILLS

- Build cooperative relationships with staff, Council teams, community members, and partner agencies.
- Manage complex conversations and conflict calmly, using de-escalation, empathy, diplomacy, and sound judgement.
- Prepare clear reports, correspondence, briefings, and operational records for diverse audiences.
- Demonstrate discretion, cultural awareness, and respectful, community-focused communication, including in sensitive situations.

QUALIFICATIONS AND EXPERIENCE

- Certificate IV in Government (Statutory Compliance), Government Investigations or a related discipline, or substantial relevant experience in parking or regulatory services.
- Experience leading or supervising field-based compliance staff, applying relevant legislation and using technology to improve operational outcomes.
- Current driver's license is valid in Victoria.
- Ability to obtain and maintain the authorisations and employment checks required by Council for the role.
- No relevant criminal record found in a Police Check.
- Required to have and maintain, at all times where required for the performance of your duties or otherwise by Council, a valid, unrestricted Working with Children Check.

KEY SELECTION CRITERIA

- Sound operational judgement and a demonstrated commitment to fair, proportionate and community-focused compliance that supports parking access and safety.
- Demonstrated success leading and developing a field-based compliance team, setting clear expectations, addressing performance concerns, and building a safe, respectful, and accountable culture.
- Strong customer service, communication and conflict-resolution skills, including managing escalated matters and preparing clear reports and records.
- Sound knowledge and practical application of Victorian parking legislation, authorised officer obligations, evidence requirements and infringement processes.
- Relevant qualifications in statutory compliance, government investigations or related discipline, or equivalent relevant experience in parking or regulatory services.
- Ability to use enforcement technology and operational data to target patrols, monitor service outcomes and implement practical improvements.

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

ADDITIONAL HOURS: This role requires participation in an after-hours on-call roster to respond to operational requirements as needed.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: