

# TEAM LEADER, PARKING COMPLIANCE

## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader, Parking Compliance
<b>Responsible To:</b>	Manager, City Safety
<b>Council Portfolio:</b>	City Community
<b>Council Program:</b>	Regulatory Services
<b>Classification Level:</b>	Salaried, Level 8

### Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

### Overview of Program

The Regulatory Services Program facilitates safer places for all to enjoy, provides easy access for those who visit and move around our City, and makes the experience of doing business with the City of Adelaide a pleasure.

### Key Relationships / Interactions

<b>Internal</b>	Employees across the Regulatory Services Program City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
<b>External</b>	SA Police Department of Infrastructure and Transport Council and external contractors/suppliers Other relevant authorities Business owners General public

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## Primary Purpose

As part of the Regulatory Services Program the Team Leader, Parking Compliance ensures a safe and accessible city is maintained through the delivery of Council's on-street parking regulatory obligations.

The role leads the enforcement of Council's statutory compliance obligations in relation to on-street parking and implementation of a resourcing model which delivers a range of compliance monitoring, enforcement and education initiatives that respond to community demands.

The role balances meeting agreed service levels while delivering a core revenue stream.

## Responsibilities

The Team Leader, Parking Compliance is responsible for:

- Leading the team through the development, coordination and delivery of parking compliance functions in accordance with legislation and Council's strategic plan.
- Effective leadership and coaching which promotes a culture of high-performance, customer focus and quality outcomes.
- Continuously building team capacity through the ongoing identification of individual and team training and development needs.
- Coordinating, monitoring and evaluating all aspects of the team's activities including management of budgets, WHS responsibilities and human resource requirements, and preparation of reports.
- Continually building team capability in the use of data and insights to drive evidence-based decisions across all functions.
- Implementing frameworks, strategies and resourcing models to continually enhance the provision of parking compliance monitoring to meet demand.
- Identifying process improvements and the adoption of new technology to deliver service enhancements and efficiencies.
- The ongoing review of existing practices, processes, operating guidelines and policies which enhance service delivery and contribute to Program Plan objectives.
- Providing reports to evaluate performance against KPIs and legislative requirements and deliver insights for continual service improvement.
- Exercising delegated authority to administer provisions under the Acts including but not limited to the *Local Government Act*, *Road Traffic Act*, *Expiation of Offences Act*, *Private Parking Areas Act*, Australian Road Rules and relevant by-laws.
- Driving positive outcomes for the community through a balanced approach of education and enforcement activities.
- Liaising with Government agencies and industry stakeholders to build partnerships which assist to deliver Council objectives and advocate for long-term improvements.
- Providing expert advice to senior members of staff, the Council, and its Committees or individual Elected Members when required.

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## Responsibilities for all leaders:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Lead and manage your team/s to ensure employee engagement and development, resource optimisation, legislative compliance, and the implementation of ongoing service enhancements.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing.
- Take accountability for identifying, reporting, and responding to WHS incidents or near misses, and ensure the appropriate and responsible use of equipment, supplies, and personal protective equipment (PPE) across the team.
- Lead the team in adhering to security requirements (both physical and cyber) by actively modelling best practices, following secure data handling protocols, supporting secure system management, and ensuring team compliance with all information security and safety obligations.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Ensure completion of all mandatory training and support ongoing professional development both personally and across the team aligned with CoA expectations, compliance requirements and information security.
- Monitor and manage budgets and expenditure within delegated limits to ensure efficient and accountable use of financial resources.

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## Position Criteria

<b>Qualifications</b>	A tertiary qualification in Business or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	<b>Essential</b>
<b>People Management</b>	<p>Experience in providing effective leadership which continually enhances and builds the team's capability and productivity.</p> <p>Experience leading large operational functions that span different rosters and shifts.</p> <p>Demonstrated ability to mentor and support staff towards their professional development.</p> <p>Thorough working knowledge of people and change management practices, policies and procedures, and experience delivering cultural change in a complex team environment.</p>	<b>Essential</b>
<b>Financial Skills &amp; Acumen</b>	<p>Demonstrated understanding of budget management principles and practices.</p> <p>Experience delivering revenue generating services.</p>	<b>Essential</b>
<b>Technical Knowledge &amp; Experience</b>	<p>Working knowledge of <i>Local Government Act, Expiation of Offences Act, Road Traffic Act (1961)</i>; Relevant Australian Standards and Austroads Guidelines, the <i>Australian Road Rules (1999)</i>; and other legislation or willingness to acquire.</p> <p>Experience navigating complex regulatory environments whereby legislation, public safety and community expectations can conflict.</p> <p>Experience leading teams through periods of technology change/disruption.</p> <p>Experience using or interpreting data to drive evidence-based decisions</p>	<b>Essential</b>
<b>Project Management</b>	An understanding of project management principles which underpin the timely development of strategies, projects and programs and assist in cross-functional collaboration.	<b>Essential</b>
<b>Innovation &amp; Initiative</b>	<p>Ability to demonstrate initiative and innovative thinking and problem solving specific to customer- centred solutions.</p> <p>Demonstrated ability to identify service improvements based on data and trend analysis.</p>	<b>Essential</b>
<b>Resource Management &amp; Decision Making</b>	<p>Ability to autonomously make consistent decisions that reflect legislative imperatives and the strategic priorities of Council.</p> <p>Proven ability to effectively utilise allocated resources which includes planning, delegating and prioritising.</p> <p>Highly developed complex problem-solving skills.</p>	<b>Essential</b>

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<b>Professional Development</b>	A commitment to ongoing professional development and continuous learning.	<b>Essential</b>
<b>Customer Commitment &amp; Integrity</b>	Ability to achieve exceptional customer experiences whilst educating, monitoring and ensuring compliance. A commitment to internal and external customers demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	<b>Essential</b>
<b>Collaboration &amp; Communication</b>	Experience in developing positive relationships and consulting, negotiating and communicating with all levels of management and staff, government agencies, stakeholders and the community, both verbally and in writing. Ability to perceive the political implications of various decision paths before acting and proven ability to integrate across inter-related program or groups to achieve outcomes.	<b>Essential</b>
<b>Administrative Skills</b>	A thorough understanding of practices, procedures and outcomes required of a records management system. A high level of organisational and time management skills. An awareness of Workplace Health & Safety issues, standards and actions in the workplace.	<b>Essential</b>
<b>Government Experience</b>	Experience working in a government environment.	<b>Desirable</b>

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## Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

	<p><b>Achievement</b></p> <ul style="list-style-type: none"> <li>• Deliver what matters</li> <li>• Ensure clarity of direction and unity of purpose</li> <li>• Inspire excellence and strive for outstanding results</li> </ul>
	<p><b>Collaboration</b></p> <ul style="list-style-type: none"> <li>• Work together to build successful teams and partnerships</li> <li>• Be open, inclusive, and share knowledge</li> <li>• Seek, provide, and act on feedback</li> </ul>
	<p><b>Customer Commitment</b></p> <ul style="list-style-type: none"> <li>• Know your customers and put them first</li> <li>• Listen to and understand customer needs</li> <li>• Be responsive, close the loop and deliver on promises</li> </ul>
	<p><b>Integrity</b></p> <ul style="list-style-type: none"> <li>• Own your actions, successes and mistakes</li> <li>• Act with transparency, honesty, and respect</li> <li>• Do what you say you will do</li> </ul>
	<p><b>Innovation</b></p> <ul style="list-style-type: none"> <li>• Look for ways to improve and create positive change</li> <li>• Think broadly and take a wider viewpoint</li> <li>• Be responsive to new ideas and opportunities</li> </ul>

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## Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

## Physical Demands

<b>Task</b>	<b>Office Workstation</b>
<b>Work Area</b>	<b>Various</b>
<b>Physical Demand Rating</b>	<b>Very Light Work</b>

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting			✓	Ergonomic adjustable chair	<b>Critical Range of Motion:</b> Shoulder to 90° flexion. <b>Lift Capacity:</b> Up to 2kg (ream of paper). <b>Push / Pull Force:</b> N/A <b>Environmental Factors:</b> Indoor. Carpet in most offices. Lift access in most buildings. <b>Task Rotation:</b> Tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. <b>PPE:</b> Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

\*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

## Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

\*\* **Electronic Offer**\*\* By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.