



POSITION DESCRIPTION

Position Title:	Parking/Compliance Services Officer		
Classification:	Band 5	Status	Full time
Group:	Community and Planning Services	Business Unit:	Regulatory Services
Reports to:	Team Leader Compliance Services		
Direct Reports:	NIL	Date:	July 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

- Provide efficient and effective parking enforcement services throughout Cardinia Shire.
- Provide efficient and effective service across a spectrum of Local Laws activities, Animal Management and Planning Enforcement, and be available for a rostered "Standby" and programmed after-hours events.
- Provide ongoing reactive and proactive parking enforcement patrols.
- Provide education programs and materials to ensure residents, businesses and builders have a good understanding of Councils Local Law and other relevant legislation.
- Take a pro-active view to enforcing legislation addressing public safety issues.
- Deal sensitively with information provided and adhere to Privacy principles.
- Effectively handle complex customer interaction via field operations, front counter and telephone enquiries.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Issuing infringements in line with appropriate act references sufficient to stand the test of an open court hearing.
- Undertake pro-active parking patrols of the municipality and action offences detected in statutory zones (ie; No Stopping, Disabled Parking, Loading Zones etc), and ensure an active “mark-up” program is delivered.
- Ensure appropriate, detailed, clear and concise notes are taken at the time of alleged offence.
- Respond to complaints and requests within agreed standards and time frames.
- Investigate alleged breaches of the Road Safety Road Rules 2017, Council’s Local Law, Domestic Animals Act 1994, and Cardinia Shire Planning Scheme, and other relevant legislation.
- Collect and present evidence in infringement and prosecution proceedings at the Victorian Civil Administrative Tribunal (VCAT) and Magistrate Court hearings.
- Provide specialist advice in relation to legislative and procedural matters.
- Provide support and advice to other employees.
- Liaise with external stakeholders and agencies including VicRoads and Victoria Police.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must be selected from a range of available alternatives.
- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Experience and/or qualifications in an enforcement field in a regulatory environment.
- A current Victorian Drivers Licence
- Well-developed computer skills.

Desirable:

- Certificate IV Justice
- Certificate IV Government Investigations
- Certificate IV Government
- Certificate IV Animal Control

KEY SELECTION CRITERIA

- Highly developed customer service and conflict resolution skills.
- Demonstrated working knowledge of relevant legislation (ie Domestic Animals Act 1994, Environmental Protection Act 2017, Road Safety Act 1986, Road Safety Road Rules 2017, Local Government Act 1989, 2020) and ability to interpret and enforce the legislation and Council Local Laws.
- Ability to deal humanely with stock and other animals in order to address public safety.

- Well-developed computer skills.
- Ability to effectively, diplomatically and confidentially investigate enquiries and concerns.
- Able to make sound decisions based on experience and good judgement.
- Ability to embrace and behave in accordance with the Cardinia Values Framework.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure	This is a full time ongoing position
Pre-employment checks	All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.
Overtime and Availability	Compliance Officers may be required to work overtime and be on a 'Availability Roster' as provided by the Coordinator Compliance Services. Timesheets will need to be submitted.