

POSITION DESCRIPTION

Position: Parking Officer

Team: Community Safety

Group: Planning and Regulatory Services

Responsible To: Team Leader Parking

Responsible For: Not Applicable

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora

Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki

Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeing's, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Planning and Regulatory Services Group. The Group includes Community Safety, Building Consents, Environmental Policy and Environmental Consents.

This position assists in the management of Traffic Regulations and Parking Bylaws

This is achieved through:

- Traffic Management
- Ambassadorial custodian
- Quality Customer Service
- Administration

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a lead responsibility are:

Traffic Management

- Carrying out rostered patrols
- Encouraging traffic turnover in areas of high occupancy
- Ensuring infringement notices issued in accordance with procedures, principles and legislation
- Keeping informed of legislation
- Proactive improvement, providing data for and making recommendations on parking controls, signage/road markings etc.
- Efficiently and effectively managing the on & off-street parking space for customers and stakeholders
- Ensuring fair and equitable parking

Ambassadorial Custodian

- Carrying out an ambassadorial function on behalf of HDC
- Maintaining a broad overview of HDC functions and providing sound professional advice
- Collaborative long-term working relationships with other agencies
- Ensuring public safety
- Combating the negative effects of illegal parking

Customer Service

- Treating everybody with dignity, compassion and respect
- Delivering solution focussed quality customer service
- Attending to and promptly following up all customer complaints
- Assisting the public with explanations and knowledge of Bylaws and Traffic Regulations

Administration

- Accurately inputting infringement data
- Reporting all faulty meters/signs/road markings
- Ensuring reports are factual/accurate and appropriate
- Reviewing explanations, recording decisions and issuing written advice

Important Functional Relationships

External

Ratepayers
NZ Police
CBD Retailers
School Communities
Disabled Persons League
Contractors
- Vehicle towage
- Meter Maintenance
- Signage
HSM communications

Internal

Group Manager Planning
and Regulatory
Administration Staff
Parking Manager
HDC Staff
Elected Members

Committees/Groups

Expected Behaviours

The Expected Behaviours detailed below form part of the performance appraisal programme for all staff.

All Staff

Commitment/Personal Accountability - works willingly to achieve quality outcomes on time.

Teamwork - works constructively with team members and/or other employees towards a common goal.

Customer Focus - puts the perspective of the customer (internal and external) at the forefront of the service process and works to create quality outcomes.

Effective Communications and Relationships - when exchanging information, is successful in sharing meaning and understanding between the person sending the message and the person receiving the message.

Planning and Organising - demonstrates a systematic and efficient approach to work to achieve desired outcomes.

Continuous Improvement/Innovation - seeks opportunities for, and encourages ideas that provide solutions to all types of workplace challenges.

Professional/Technical Expertise - Has the required level of professional and/or technical expertise for the position.

Supervisor/Manager Only

Coaching for Performance - serves as a source of advice, information, encouragement and support to employees, in order that they perform more effectively and reach their potential.

Leadership - models and promotes HDC's Vision, Mission, Values and Behaviours; sets and communicates the direction of their section accordingly; motivates and enables others to contribute to that direction.

Constructive Working Relationships with Elected Members - proactively develops effective relationships with elected members; works effectively with elected members to meet mutual goals and objectives.

Strategic Perspective - understands the context of HDC within the outside world; is aware of HDC's critical success factors; considers the "big picture"; and anticipates the long-term broader issues that affect HDC so as to influence the future.

Person Specification

Qualifications

Essential

- Current Drivers Licence

Desirable

- National Certificate in Compliance and Regulatory Control.
- Schooling to University Level.

Knowledge/Experience

- Proven dispute resolution experience
- Knowledge of Traffic Regulations / Transport Act / By-Laws
- Compliance or enforcement experience
- Customer Service experience
- Competent Computer Skills (Word, Excel and basic keyboard experience)
- Local knowledge useful

Key Personal Competencies

- Conflict Management and negotiation skills under potentially hostile environment
- Strong commitment to customer service
- Ability to work under minimal supervision and display sound judgement and tact
- Must have good health and be reasonably fit

Personal Attributes

- Self-Motivated, self-reliant and energetic
- Effective communication and interpersonal skills
- Sympathetic and caring to a point (not passive nor aggressive)
- Mature, even tempered and co-operative nature
- Innovative and adaptive
- Good sense of humour

- Thorough, accurate and timely
- Pride in personal appearance
- Culturally sensitive

A person who is fully effective in this role is friendly, professional, open and honest and respects others. They will have outstanding customer service. They are physically fit, self-motivated and energetic, striving to meet a high standard of work output and accuracy.