



Position Description

Digital Parking Officer

Division	Transport and Assets
Business Unit	Transport and Civil Infrastructure
Grade	G
Job Code	JC00430

Council Overview

The Northern Beaches is truly unique. Our area stretches from Palm Beach in the north to Manly in the south and boasts 24 ocean beaches, over 80kms of coastline, 4 coastal lagoons, clean waterways, and beautiful wildlife. We recognise the traditional owners of our area and their continuing connection to waters and land, and we thank them for their protection of our coastline and its ecosystems.

We are home to nearly 270,000 residents and their vision for the Northern Beaches Council is a safe, diverse, inclusive, and connected community that lives in balance with our environment. We are committed to working with the community and other stakeholders in making this a reality.

As one of the largest employers on the Northern Beaches we are focused on building an engaged and productive workforce that partners with our community to protect, improve and create our future. The breadth of our service delivery is significant.

We are a modern, multi-award-winning council that strives for excellence in all we do including the provision of the highest levels of customer service. We are also the proud winner of the 2022 AR Bluett Award for the most progressive metropolitan council in NSW.

Northern Beaches Council is committed to safeguarding children and young people. Council acknowledges that protecting the safety of children and young people is a whole community responsibility and is everyone's business.

Council Values

Our Council Vision is 'Delivering the highest quality service, valued and trusted by our community'.

Our Values of **Trust, Respect, Integrity, Teamwork, Service and Leadership** provide the foundation for delivering the Vision and drives everything we do and the decisions we make.

Division

Transport and Assets

The Transport and Assets Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises these business units - Transport and Civil Infrastructure, Property, Buildings and Beach Services, Asset Strategy and Planning and Capital Works.

Business Unit

Transport and Civil Infrastructure

The Transport & Civil Infrastructure Business Unit provides a range of maintenance and delivery relating to road assets, traffic management and street lighting; and infrastructure related to parking system assets. It provides timely and accurate advice and users better practice methods and procedures while developing new and innovative solutions to problems in a cost effective and environmentally sustainable manner. The Transport & Civil Infrastructure Business Unit delivers the following services.

- Maintenance & Construction of Civil Infrastructure
- Traffic and Transport Planning
- Asset Management & Planning
- Community Transport, Parking, Fleet and Stores
- Business Operations

Primary Purpose of the Position

The Digital Parking Administration Officer is responsible for the administration, coordination and continuous improvement of Council's parking management technology including digital parking permit system.

The role supports the transition from physical permits to a fully digital platform, ensuring a seamless customer experience and effective operational delivery during implementation and ongoing business-as-usual operations. This includes assisting residents, businesses, community organisations, and internal stakeholders to access and manage permits through a streamlined, policy-aligned digital system.

Key Accountabilities

- Administer digital parking permits by processing applications, renewals and variations in accordance with Council policy and system rules resulting in accurate, compliant permits that support fair and consistent access to parking schemes.
- Provide responsive customer service to digital permit users by resolving enquiries, assisting with applications and supporting customers through the transition from physical permits to the digital system supporting a positive customer experience and improved adoption of the digital platform.
- Assess and resolve complex or non-standard permit applications by applying Council policies, eligibility criteria and delegated authority requirements resulting in consistent, transparent decisions aligned with parking scheme requirements.
- Administer and support Council's parking technology systems and associated business processes by monitoring operational performance, maintaining system information, coordinating issue resolution and identifying opportunities for continuous improvement enabling the effective delivery of parking services and a seamless customer experience.
- Develop, review and maintain business processes, procedures, workflows and supporting documentation supporting consistent, efficient and scalable delivery of permit services aligned with digital-first and customer-focused principles.
- Coordinate accurate and consistent permit-related communication by maintaining website content, forms, templates and customer communications in collaboration with internal stakeholders supporting clear, current and accessible information for staff, residents and stakeholders.

Key Challenges

- Managing a high-volume, multi-stream digital permit environment across residential, beach, reserve, fleet and event permits, while maintaining accuracy, consistency and timely service delivery.
- Supporting customers through a significant shift from physical to fully digital permits, including managing varying levels of digital literacy, expectations and change readiness across the community.
- Balancing efficient service delivery with compliance to complex eligibility rules, policy requirements and scheme-specific conditions across multiple permit types.

Key Internal Relationships

Who	Why
Business Operations Coordinator	• Receive guidance • Escalate issues and propose solutions
Customer Service	• Ensure consistent frontline advice, coordinated responses to enquiries, effective escalation and resolution of permit-related issues.
Parking Enforcement	• Ensure alignment between digital permits and enforcement processes, support operational queries, and maintain data accuracy.
Transport Network	• Interpret eligibility criteria, resolve policy-related queries and support consistent application of parking schemes.
Fleet Management	• Coordinate fleet-related permits and ensure appropriate vehicle access and operational alignment.

Key External Relationships

Who	Why
Digital Permit System Provider	• Resolve system issues, support enhancements and ensure the ongoing functionality and performance of the digital platform.
Community organisations, event organisers, permit holders and the broader public	• Coordinate ongoing, seasonal and temporary parking permits, support access requirements for Council and community events, and ensure clear communication of parking schemes, permit zones and conditions.
Other councils and government agencies (as required)	• Share best practice, benchmark approaches and support continuous improvement in digital parking and permit management.

Key Role Dimensions

Decision Making

- In line with the Northern Beaches Council People Delegations.

Reports to

- Business Operations Coordinator

Direct Reports

- N/A

Budget

- N/A

Essential Criteria

- Class C Drivers Licence

Key Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here.”

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework			
Capability Group	Capability Name	Level	Focus Capabilities
 Personal Attributes	Manage Self	Intermediate	Manage Self
	Display Resilience and Adaptability	Intermediate	
	Act with Integrity	Intermediate	
	Demonstrate Accountability	Intermediate	
 Relationships	Communicate and Engage	Intermediate	Community and Customer Focus
	Community and Customer Focus	Intermediate	
	Work Collaboratively	Foundational	
	Influence and Negotiate	Foundational	
 Results	Plan and Prioritise	Intermediate	Deliver Results
	Think and Solve Problems	Foundational	
	Create and Innovate	Foundational	
	Deliver Results	Foundational	
 Resources	Finance	Foundational	Technology and Information
	Assets and Tools	Foundational	
	Technology and Information	Intermediate	
	Procurements and Contracts	Foundational	

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Intermediate	- Understands what needs to be done and steps up to do it - Pursues own and team goals with drive and commitment - Shows awareness of own strengths and weaknesses - Asks for feedback from colleagues and stakeholders - Makes the most of opportunities to learn and apply new skills
Relationships		
Community and Customer Focus	Intermediate	- Identifies and responds quickly to customer needs - Demonstrates a thorough knowledge of services provided - Puts the customer and community at the heart of work activities - Takes responsibility for resolving customer issues and needs
Results		
Deliver Results	Foundational	- Takes the initiative to progress work tasks - Clarifies work required and timeframe available - Identifies what information/resources are needed to complete work tasks - Checks own work for accuracy, quality and completeness - Completes tasks under guidance, on time and to the required standard
Resources		
Technology and Information	Intermediate	- Shows confidence in using core office software and other computer applications - Makes effective use of records, information and knowledge management systems - Supports the introduction of new technologies to improve efficiency and effectiveness