

Position Description



Parking and Local Laws Officer

Position Title:	Parking and Local Laws Officer
Classification:	Band 5
Directorate:	Corporate Services
Department:	Community Safety and Compliance
Approved by:	Senior People Experience Business Partner
Date approved:	July 2026

1. Position Overview

The Parking and Local Laws Officer is responsible for undertaking regulatory patrols, inspections, investigations and enforcement activities to ensure compliance with parking and Local Laws legislation.

The role contributes to community safety, access and amenity through education, enforcement and customer service, operating primarily in an outdoor environment and under limited supervision.

2. Position Objectives

- Conduct patrols, investigate parking restrictions and offences, gather and document evidence, issue infringement notices, respond to parking complaints, enforce time-limit and permit parking controls, and monitor compliance with the Road Safety Road Rules.
- Investigate and enforce matters under Council's Community Local Law and associated legislation, including abandoned vehicles, illegal dumping, unsightly land, shopping trolleys, asset protection, roadside trading, signage and other amenity-related compliance issues, including gathering evidence and maintaining records to support enforcement outcomes.
- Promote voluntary compliance through education, advice and engagement with community members, including property owners, occupiers, motorists and businesses, by providing guidance on legislative requirements, issuing notices to comply, and encouraging issues to be rectified prior to enforcement action.
- Maintain accurate records, case notes, photographs, correspondence and compliance documentation within Council systems (including CRM and SharePoint) to support investigations, enforcement action, court proceedings and regulatory outcomes.

- Contribute to community safety, accessibility and public amenity through the delivery of parking enforcement, local law compliance, abandoned vehicle management, illegal dumping investigations, roadside trading controls, and other regulatory services that support a safe, accessible and well-maintained municipality.
- Provide limited operational support to Animal Management services where directed and operationally required.

3. Organisational relationships

Internal	External
• Customer Services • Governance and Legal Services • City Operations • City Services • Relevant Council departments • School Crossing Supervisors	• Members of the public • Victoria Police • Emergency Services • Courts and legal representatives • State Government agencies • Contractors and service providers • Other Councils
Reports to:	
• Team Leader Parking and Local Laws	
Supervises	
• N/A	

4. Position Characteristics

Accountability and Extent of Authority

All Other Employees

May supervise resources, other employees or groups of employees and/or provide advice to or regulate customers and/or give support to more senior employees.

Where the prime responsibility is for resource supervision, freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and regular reporting mechanisms to ensure adherence to plans.

Where prime responsibility is to provide specialist advice to customers, or to regulate customers, freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual customers may be significant, but decisions and actions are always subject to appeal or review by more senior Employees.

Where prime responsibility is to provide direct support and assistance to more senior employees, freedom to act is not limited by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of employees being supported.

Judgement and Decision Making

All Other Employees

Objectives are usually well defined, but a particular method, technology, process or equipment used must be selected from a range of available alternatives. Work may involve solving problems, using procedures, guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

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Problems are occasionally complex or technical with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice.

Specialist Skills and Knowledge

All Other Employees

Supervisors require understanding of relevant technology, procedures and processes used within their operating unit.

Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Support employees require understanding of role and function of senior employees to whom they provide support, understanding of long-term unit's goals, and an appreciation of wider organisation.

Understanding of function of position within organisational context, including relevant policies, regulations and precedents.

Management Skills

All Other Employees

Managing time, setting priorities and planning and organising own work and that of other employees to achieve specific and set objectives in the most efficient way within the resources available and within a set timetable.

Where supervision is part of the job, an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Interpersonal Skills

All Other Employees

Ability to gain co-operation and assistance from customers, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Employees will be expected to write reports in their field of expertise and/or to prepare external correspondence.

Qualifications and Experience

All Other Employees

Skills and knowledge needed for entry to this Band are beyond those normally acquired through completion of secondary education alone, and might be acquired through completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualifications with relevant work skills, or through relevant experience and work skills commensurate with the requirements of the work in this Band.

5. Key Selection Criteria

- Certificate IV in Government Investigations, Statutory Compliance or a related discipline, or lesser formal qualification with substantial relevant experience.
- Demonstrated experience in a regulatory, compliance, enforcement or customer service

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environment.

- Demonstrated ability to interpret, apply and enforce legislation, regulations, Local Laws, policies and procedures in an operational setting.
- Experience undertaking inspections, investigations and evidence gathering, including the preparation of reports, statements and enforcement documentation.
- Well-developed communication and interpersonal skills, including the ability to educate customers, manage conflict and maintain professional relationships with stakeholders.
- Demonstrated ability to work independently, manage competing priorities and exercise sound judgement within delegated authority.
- Proficiency in the use of computers, mobile devices, records management systems and other technology relevant to compliance operations.

6. Inherent Requirements

The occupant of the position will be required to meet the following inherent requirements:

Compliance

- Current and valid working rights for Australia.
- Satisfactorily pass a National Police Check (and international check where required).
- Current Working with Children Check.
- Current Victorian Driver Licence.

Physical

Daily work will be performed in a combination of office and outdoor environments, as such:

- Physical demands are a mix of sedentary to moderate activity that will require the ability to sit, stand, reach, bend, climb, lift and pull using safe manual handling practices.
- You may be exposed to conditions normally encountered in an office environment and to conditions normally encountered in outdoor environments.
- You will be required to satisfactorily complete a physical assessment against the inherent physical requirements of the role.

Psycho-social

- Resilience and adaptability.
- Ability to manage conflict, challenging customer interactions and stressful situations in a professional manner.
- Ability to make sound decisions in dynamic operational environments.
- Strong self-motivation, a collaborative approach and commitment to upholding ethical standards and Council values.
- Ability to maintain professionalism while undertaking enforcement activities and responding to community concerns.

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