

Position Description



Team Leader Parking and Local Laws

Position Title:	Team Leader Parking and Local Laws
Classification:	Band 6
Directorate:	Corporate Services
Department:	Community Safety and Compliance
Approved by:	Senior People Experience Business Partner
Date approved:	July 2026

1. Position Overview

The Team Leader Community Safety and Compliance provides operational leadership and specialist oversight of Council's parking enforcement, local laws, school crossing supervision and community safety compliance services, ensuring compliance with relevant legislation, Council policies and operational procedures.

The role is responsible for leading a team of Parking and Local Law Officers to deliver responsive, professional and community-focused regulatory services while ensuring high standards of public safety, statutory compliance and customer service.

The Team Leader contributes to continuous service improvement, workforce capability and the achievement of Council and departmental objectives through office-based coordination, field-based operational leadership and support for lawful and consistent enforcement outcomes.

2. Position Objectives

- Lead and support the effective delivery of parking enforcement, local laws, school crossing supervision and community safety compliance services in accordance with relevant legislation, Council policies and operational requirements.
- Supervise, coach and support Community Safety and Compliance staff to deliver consistent, lawful and customer-focused regulatory outcomes.
- Coordinate operational planning, rostering, workload allocation and deployment of staff to meet service demand and operational priorities.
- Provide operational guidance and specialist advice on complex compliance matters, investigations, enforcement decisions and escalated customer issues.

- Lead and provide oversight of investigation, evidence gathering, record keeping and prosecution processes, ensuring staff apply legislative and procedural requirements consistently, lawfully and to a high standard.
- Contribute to continuous improvement of systems, procedures, service delivery and workforce capability within the Community Safety and Compliance Unit.
- Support Council's obligations under the VicRoads Information Protection Agreement, including acting as the Alternative Organisation Representative where required.

3. Organisational relationships

Internal	External
• Community Safety and Compliance Team • Customer Services • Governance and Legal Services • City Operations	• Members of the public • Victoria Police and other emergency services • Department of Transport and Planning • State Government agencies and regulatory bodies • Contractors and service providers • Other Councils
Reports to:	
• Coordinator Community Safety and Compliance	
Supervises	
• Parking Officers • Parking and Local Laws Officers • Community Safety and Compliance Resource Officer • School Crossing and Compliance Officer • School Crossing Supervisor Casuals •	

4. Position Characteristics

Accountability and Extent of Authority

May manage resources and/or provide advice to or regulate customers and/or provide input into the development of policy.

Where the prime responsibility is resource management, the freedom to act is governed by clear objectives and/or budgets, with regular reporting mechanisms to ensure adherence to goals and objectives. The effect of decisions and actions taken is usually limited to the quality or cost of the programs and projects being managed.

Where the prime responsibility is to provide specialist advice to or regulate customers, the freedom to act is subject to regulations, policies and regular supervision. The effect of decisions and actions taken on individual customers may be significant but is usually subject to appeal or review by more senior employees.

Few positions are primarily involved in policy development. Where they are, work is usually investigative and analytical in nature. Freedom to act is prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.

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May have formal input into policy development within their area of expertise and/or management. Child Care Worker may include a director of a child care centre, or a Child Care Worker undertaking duties in excess of those referred to in Band 5.

Judgement and Decision Making

Work is usually specialised, with methods, procedures and processes developed from theory or precedent. Work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

Specialist Skills and Knowledge

May require proficiency in the application of theoretical or scientific disciplines, including the underlying principles as distinct from the practices.

Understanding of the long-term goals of the functional unit and of the relevant policies of both the unit and the wider organisation is required.

Where the primary function is to manage resources, familiarity with relevant budgeting techniques is required.

Management Skills

Skills in managing time, setting priorities, planning and organising own work and where appropriate that of other employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable are required.

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

Interpersonal Skills

Able to gain co-operation and assistance from customers, members of the public and other employees in the administration of defined activities and in the supervision of other employees is required.

Able to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

Qualifications and Experience

Skills and knowledge needed for entry to Band 6 are beyond those normally acquired through tertiary education alone, would be gained through completion of a degree or diploma course with some relevant experience, and may be acquired through lesser formal qualifications and substantial relevant experience, or through substantial relevant experience in the field of specialist expertise.

5. Key Selection Criteria

- Tertiary qualification or diploma in a related field or at a minimum, Certificate IV in Government Investigations, Statutory Compliance or a related discipline, or lesser formal qualification with substantial relevant experience.
- Demonstrated experience leading and supervising staff within a local government or regulatory compliance environment.
- Demonstrated understanding and application of legislation and regulatory frameworks relevant to parking enforcement, local laws and community safety compliance.

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- Proven capability to manage investigations, enforcement matters and escalated customer issues in a lawful, professional and defensible manner.
- Demonstrated experience undertaking field-based operational duties, including investigations, staff mentoring and customer request management.
- Demonstrated ability to prepare or support prosecution briefs, evidentiary documentation and enforcement outcomes.
- High-level communication and interpersonal skills with the ability to provide clear advice, prepare reports and engage effectively with stakeholders.
- Demonstrated ability to plan, prioritise and manage operational workloads and resources to achieve service outcomes.

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 where necessary an international check)
- 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, de-escalate difficult interactions and maintain professionalism when dealing with sensitive or escalated matters.
- Ability to manage stress effectively, maintain a professional approach and demonstrate sound judgement in challenging situations.
- Strong self-motivation, a collaborative approach, and a commitment to upholding ethical standards and Council values.

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