

## POSITION DESCRIPTION

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### 1. POSITION DETAILS

**Position Title:** Parking Services Manager  
**Division:** City Services  
**Unit:** Parking & Fleet Services  
**Management Level:** M4

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### 2. ORGANISATIONAL RELATIONSHIPS

**Position Title of Supervisor:**

Manager Parking & Fleet Services

**Titles of Positions which report to Parking Services Manager are:**

Contract Coordinators (3)  
Business Coordinator  
Database Coordinator  
Assistant Accountant  
Customer Service Officer

**Contractors for which this position is responsible:**

Various agency staff  
Engineers  
Systems Analysts  
Parking Consultants

**Current Contractors:**

Reino International Pty Ltd  
Wilson Parking Pty Ltd  
TDN Group Pty Ltd  
Secure Parking  
TMA Pty Ltd  
Skidata

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### 3. PRIMARY PURPOSE OF POSITION

The Parking Services manager is required to develop, manage and operate the City's car parks and parking ticket machines and ensure best practice operations through effective technologies, customer service, process improvements, presentation, maintenance, marketing initiatives, audit procedures and payment options. The manager also leads and guides projects to transform parking technologies to ensure it meets the City's and customer needs in the future.

The position has an operational focus and is supported by policies and strategies developed within the City Access and Transport unit.

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#### 4. POSITION OBJECTIVES

- To ensure the City's parking services are effectively and efficiently delivered to best practice standards and to meet customer expectations.
- To rigorously optimise parking machine up-time and car park performance to ensure revenue and expenditure targets are achieved.
- To develop, manage, monitor and benchmark the performance of all service delivery arrangements for all parking products and services (using internal and external service providers).
- To develop operational objectives, strategies and initiatives to improve service quality, efficiency and operational performance of Parking Services assets and systems.
- To lead, guide and implement the latest parking technology to transform the City's operations to meet future customer needs.
- To assist and provide input to parking strategies and policies developed by the City Access and Transport Unit.
- To develop credit card and remote payment systems for all parking services equipment involving high security infrastructure and minimal revenue leakage.
- To support the implementation of the Sustainable Sydney 2030 program with effective input to its various environmental initiatives including green buildings, electric vehicle charging and car share programs.
- To achieve industry standards for its off-street parking facilities (Goulburn Street, Kings Cross and other at-grade car parks).
- To establish a risk culture by employing and reviewing effective risk management and control processes.

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#### 5. POSITION ACCOUNTABILITIES

- Ensure revenue budget targets are achieved and financial controls meet auditing standards.
- Develop and manage tenders, service specifications and procure service delivery in compliance with the City's policies and procurement procedures.
- Ensure contracts are managed according the City's contracts policies and that service provider performance complies with specifications through appropriate controls and effective systems.
- Ensure proactive management of all Parking Services assets including valid asset data, a compliant asset management plan and long term financial models to inform asset maintenance and renewal.

- Lead and manage the efficient and effective operation of the Parking Services Team and deliver the objectives set out in the Unit's business plan.
- Research, plan and manage the implementation of efficient and effective continuous service improvement mechanisms for the City's Parking Services and projects (i.e. quality management, performance measurement, program evaluation, best practice and benchmarking)
- Oversee the preparation of income and expenditure budgets, manage capital, plant and asset budgets, billing arrangements, fees and charges schedules, cost estimates and other financial management requirements and ensure that the most cost effective service delivery arrangements are provided within the specified budget targets.
- Provide advice and guidance (and direction as required) to all staff to ensure project work and operational activities are completed by agreed deadlines and in accordance with service agreements.
- Monitor, analyse and provide advice and briefings on emerging issues, revenue implications and trends relating to parking activities, plans, policies and initiatives to the Executive and Council to enable informed decision making.
- Maintain and develop networks to effectively determine organisational needs, engage the cooperation and active participation of city stakeholders, and ensure that the City remains at the forefront of service provision and asset maintenance.
- Develop responses at short notice to emerging issues raised by the Executive, Lord Mayor and key stakeholders and ensure that they are kept up to date with issues and problems that may impact upon the City's urban infrastructure and asset maintenance policies, objectives and initiatives.
- Represent the Unit and Council on a range of task forces and committees (as required) to ensure that the City's policies and strategies are integrated and relevant initiatives are implemented.
- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position.
- Ensure compliance with legislative, industrial and Council policy requirements and standards in the areas of Equal Employment Opportunity, Occupational Health and Safety and Rehabilitation, contract management and records management.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from such activity.

- Undertake other tasks, responsibilities or duties as may be directed by the M3 Manager, Director or CEO.

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## 6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Section Unit Managers must actively participate in all aspects of the Safety Management System (SMS). Section Unit Managers are responsible and accountable for:

- Conducting or facilitate regular workplace inspections of your section unit;
- Taking the necessary steps to ensure all high risk activities are as far as reasonably practicable identified, assessed and eliminated or controlled;
- Implementing immediate corrective action and control strategies for hazards/activities identified as high risk;
- Arranging for workers to undertake appropriate WHS training;
- Conducting risk management activities;
- Managing, implementing and advising workers and relevant parties when changes have been made in the workplace (i.e. systems of work, risk assessments);
- Ensuring WHS legislative requirements, standards and codes of practice are incorporated where appropriate in risk management activities;
- Ensuring access to legislation is made available to any worker at their request;
- Ensuring contractors have the necessary qualifications and/or licenses required by legislation;
- Ensuring contractors are engaged and monitored according to WHS procedures; and
- Implementing the City's Return to Work program and investigating all accidents/incidents.

A full list of WHS responsibilities and accountabilities are available within the City's SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

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## 7. AUTHORITY TO ACT

- The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.
- All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

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## 8. ESSENTIAL AND DESIRABLE CRITERIA

### Essential Criteria

- Tertiary qualifications at degree level in a relevant business discipline and/or demonstrated equivalent competencies and knowledge gained through experience.
- Demonstrated experience and a comprehensive understanding of developing, implementing, managing and monitoring service contracts relating to the delivery of parking services.
- A clear understanding of corporate governance and compliance including the ability to work with relevant legislation, codes and policies.
- An ability to manage complex financial information and data processes to support decision making in the effective management of significant revenue budgets.
- A proven understanding of the latest technologies for parking equipment, on-line credit card transactions and remote payment systems.
- Advanced project or change management experience including a demonstrated ability to manage large, complex and high-profile customer facing projects.
- Demonstrated experience in benchmarking and reviewing services to ensure they respond to customer expectations, provide value for money, continuously improve and achieve corporate objectives.
- Demonstrated ability to research, analyse and provide clear, high level advice and briefing presentations on complex issues, particularly relating to parking services.
- Highly developed oral and written communication skills.
- Demonstrated ability to reason conceptually, negotiate effectively, resolve complex problems and sensitive issues, to make clear decisions and to recommend on appropriate action.
- Computer literacy, including an understanding of word processing, database and spreadsheet applications.
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles.

### Desirable Criteria

- Experience in the environment in which Local Government operates including key systems, mechanisms and protocols.
- Experience with existing parking operations

- Experience in implementing a transformative parking project
- Current driver licence (class c)

