



Position Description

Position	Infringement Processing Officer (casual, 1 day per week))
Directorate	Corporate Services
Location/s	Headland Park
Reports to	Chief Operating and Financial Officer
Direct Reports	Nil
Enterprise Agreement Classification	Level 5
Our Organisation	The Sydney Harbour Federation Trust (Harbour Trust) manages extraordinary places on the world's best harbour and provides the public with access to precious bushland, parks and open spaces. Located in First Nations countries, our visitor destinations are known for their natural beauty. They also feature heritage-listed structures and other remnants from Australia's colonial, maritime and military history. For these reasons, they have significance on a national and international scale. Our vision includes making our destinations accessible to diverse audiences, amplifying their heritage and environmental values through storytelling and – through their conservation, remediation and adaptive reuse – fostering a sense of place and belonging. Our volunteer program is integral to achieving our vision. Volunteer involvement is underpinned by strong staff ownership across the organisation for engaging and managing our volunteers
Code of Conduct & Values	All employees and volunteers at the Harbour Trust abide by the Harbour Trust's key values and Code of Conduct, behaving honestly and with integrity and acting with care and diligence. Employees are required to maintain confidentiality of all Harbour Trust information, upholding the Harbour Trust's values, integrity and its good reputation.

Harbour Trust Behaviours	Delivering on these behavioural expectations is the responsibility of all staff and forms part of our integrated performance framework: - We are ambassadors - We share information - Us not they - Collaboration is key - Caring for country mindset - We are all storytellers - Being constructive - Innovation mindset
Delegations	To fulfill your role and responsibilities, you are delegated powers outlined within the Harbour Trust Register of Delegations. Delegated powers are to be exercised responsibly in a proper, ethical, diligent, professional and efficient manner, including always acting in good faith and in the best interests of the Harbour Trust.
Health & Safety	The Harbour Trust integrates safety into all aspects of the business to promote a positive safety culture and takes proactive steps to mitigate the risk of harm to employees, volunteers and others in the workplace.
Our Commitment	The Harbour Trust is an equal employment opportunity employer, committed to ensuring all employees and volunteers are free from discrimination and harassment; where everyone is treated with dignity, courtesy and respect.

ROLE OVERVIEW:

The role supports the administration and processing of Infringement Notices issued by Harbour Trust rangers, primality related to parking, animal management and a range of other offences.

ROLE ACCOUNTABILITIES:

- Review infringement notices issued by Rangers (on the Orikin/PINFORCE system) to ensure online payment can be made and necessary information is included
- Access Sensitive Vehicle owner information on Transport for NSW Drive 24 portal
- Manage notification of fines and semi-automated infringement processing
- Review infringement appeals, evidence and make recommendation to the Chief Operating and Finance Officer, as the delegated decision-maker, to facilitate determination outcomes.

- Monitor, generate, manage and update correspondence where necessary
- Generate monthly (end of Month) reporting and other financial reporting for the Finance Manager
- Any other ad hoc tasks assigned by the Chief Operating and Finance Officer

While we have made every effort to include all core responsibilities in this position description, it is not an exhaustive list of accountabilities. Tasks and priorities may change based on business needs.

SELECTION CRITERIA:

Essential (*Qualifications, attributes, skills and knowledge*)

- Demonstrated experience in data entry with a high level of accuracy
- Intermediate IT skills (Word, Excel and SharePoint)
- Excellent interpersonal and communication skills, and a positive “can do” attitude
- Demonstrated ability to maintain a high level of confidentiality, self-motivation and professionalism
- Demonstrated ability to prioritise, and manage workload with competing demands
- Knowledge of, or the ability to rapidly acquire a sound knowledge relevant regulations
- Ability to work in a team environment
- Willing to undertake a Police Check
- Australian citizenship

Desirable

- Experience with infringement processes
- Experience with Orikan/PINFORCE systems or other Infringement management system highly desirable but not required.



INTEGRATED LEADERSHIP SYSTEM

Supports strategic direction	Achieves results	Supports productive working relationships	Displays personal drive and integrity	Communicates with influence
Supports shared purpose and direction Understands and supports the organisation's vision, mission and business objectives. Communicates and follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals. Understands the reasons for decisions and recommendations. Thinks strategically Understands the work environment and contributes to the development of plans, strategies and team goals. Identifies issues and problems that may impact on own work objectives. Demonstrates an awareness of the implications of issues for own work. Harnesses information and opportunities Draws on information from multiple sources and uses agreed guidelines to analyse what information is important and how it should be used. Keeps self and others well informed on work progress. Shows judgement, intelligence and commonsense Undertakes analysis and draws accurate conclusions based on evidence. Thinks laterally and identifies and implements improved work practices.	Identifies and uses resources wisely Reviews task performance and communicates outcomes to supervisor. Makes effective use of individual and team capabilities. Is responsive to changes in requirements. Applies and builds professional expertise Contributes own expertise to achieve outcomes for the business unit. Responds positively to change Establishes task plans and simple project plans with measurable milestones to deliver objectives. Responds in a positive and flexible manner to change. Shares information with others and adapts to a changing environment. Takes responsibility for managing work projects to achieve results Sees tasks through to completion. Works within agreed priorities. Commits to achieving quality outcomes and adheres to documentation procedures. Seeks feedback from supervisor to gauge satisfaction and seeks guidance when required.	Nurtures internal and external relationships Builds and sustains positive relationship with team members and clients. Is responsive to changes in client needs and expectations. Listens to, understands and recognises the needs of others Actively listens to colleagues and clients. Shares information and ensures others are kept informed of issues. Works collaboratively and operates as an effective team member. Values individual differences and diversity Recognises the positive benefits that can be gained from diversity. Recognises the different working styles of individuals, and factors this into the management of tasks. Tries to see things from different perspectives. Treats people with respect and courtesy. Shares learning and supports others Identifies learning opportunities. Makes time for people and supports the contribution of others. Understands and acts on constructive feedback.	Demonstrates public service professionalism and probity Adopts a principled approach and adheres to the APS Values and Code of Conduct. Acts professionally at all times and operates within the boundaries of organisational processes and legal and public policy constraints. Operates as an effective representative of the work area in internal forums. Engages with risk and shows personal courage Provides accurate advice on issues. Acknowledges mistakes and learns from them, and seeks guidance and advice when required. Commits to action Takes personal responsibility for accurate completion of work and seeks guidance when required. Shows initiative and does what is required. Commits energy and drive to see that goals are achieved. Promotes and adopts a positive and balanced approach to work Focuses on achieving, objectives even in difficult circumstances. Remains positive and responds to pressure in a calm manner. Demonstrates self awareness and a commitment to personal development Seeks feedback from others. Communicates areas of strengths and works with supervisor to identify development needs. Reflects on own behaviour and recognises the impact on others. Seeks self-development opportunities.	Communicates clearly Confidently presents messages in a clear, concise manner. Focuses on key points and uses appropriate language. Structures written and oral communication to ensure clarity. Listens, understands and adapts to audience Seeks to understand the audience and tailors communication style and message accordingly. Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments. Negotiates confidently Listens to, and considers different ideas and discusses issues credibly and thoughtfully. Identifies other people's expectations and concerns.