



City of
Norwood
Payneham
& St Peters

TRAFFIC ENGINEER / OFFICER

POSITION & PERSON DESCRIPTION

January 2023

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *City Plan 2030; Shaping Our Future*.

The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the Organisational Values.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT: Urban Planning & Environment

SECTION: Traffic & Integrated Transport

**ORGANISATIONAL
RELATIONSHIP:** General Manager, Urban Planning & Environment
Manager, Traffic & Integrated Transport

The Position is also expected to work in collaboration with staff from Urban Planning & Environment, Urban Services, Strategic Projects, Chief Executive's Office, Elected Members and the Executive Leadership Team.

DIRECT REPORTS: Nil

**AWARD &
CLASSIFICATION:** *South Australian Municipal Salaried Officers Award and the
City of Norwood Payneham & St Peters' Municipal Officers
Enterprise Agreement*
General Officer Level 5 - Level 6
Commensurate to qualifications, skills and experience.

Three (3) year Fixed Term Contract

OVERVIEW

The City of Norwood Payneham & St Peters is a vibrant municipality that enjoys a reputation as one of Adelaide's most desirable places to live, work, study and visit. The City is shaped by its cultural diversity, strong community spirit, rich heritage and cosmopolitan lifestyle.

The Council's Strategic Plan CityPlan 2030 – Shaping our Future provides the overarching strategic framework for all of the Council's services, projects and decision making.

The Vision for the Cities Community Well-being is underpinned by the four Outcomes of Social Equity, Cultural Vitality, Economic Prosperity and Environmental Sustainability.

Traffic management responds to *community well-being* and strongly aligns with all four pillars, particularly Social Equity – *An inclusive, connected, accessible and friendly community*.

There will be a strong focus on the delivery of traffic management solutions which promote;

- best practice traffic management solutions;
- City wide vehicle, pedestrian and cyclist safety; and
- sustainable and integrated transport and movement systems.

The Traffic Engineer / Officer is expected to have excellent communication skills as well as a high level of experience and knowledge on the technical aspects of traffic management and traffic related legislation, standards, guidelines, codes of practices in South Australia.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

- To develop integrated traffic management solutions that improve safety for all road users, improve neighbourhood liveability and encourage sustainable transport modes.
- To provide well-informed sound practical advice, using accurate data and develop effective and where possible and required, innovative solutions.
- To work together effectively and efficiently with other staff and stakeholders, including Federal and State Governments, Elected Members and the community to deliver the Council's strategic goals and objectives associated with traffic.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Traffic Management, Road Safety & Events
 2. Reporting & Strategic Planning
 3. Provision of Service & Advice
- *Organisational Responsibilities*
 1. Corporate Governance
 2. Environmental Sustainability
 3. Work Health & Safety and Injury Management
 4. Organisational Values

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. TRAFFIC MANAGEMENT, ROAD SAFETY & EVENTS

- Administration of the assigned responsibilities under the *Road Traffic Act 1961* and the *Local Government Act 1999*, in accordance with the delegated authority.
- Assist in the effective delivery of services associated with the City's traffic management including:
 - local area traffic management to address road safety issues and improve community well-being;
 - general daily operational traffic issues;
 - the Council's initiatives that support alternative transport modes and sustainable transport; and
 - on-street parking controls (at a strategic level).
- Undertake investigations associated with traffic management concerns raised by citizens and prepare reports, correspondence and recommendations.
- Develop strategies for the management and prioritisation of on-street car parking and assist with the implementation of the On-street Parking Strategy.
- Manage the National Heavy Vehicle Regulator portal and issue permits.
- Organise events such as Ride to Work/School Day.

Performance Indicators

- Assigned responsibilities administered in accordance with the delegated authority.
- Timely and effective delivery of the services associated with City's traffic management to the expected level of quality and standards, on time and within allocated budget.
- Effective communication and appropriate advice provided on traffic management including for events, emergency responses and specials projects.
- Traffic management advice and recommendations developed and delivered ensuring the achievement of the Council's strategic priorities, goals and outcomes.

2. REPORTING & STRATEGIC PLANNING

- Manage the collection of traffic data and maintain traffic counts throughout the City and collate, analyse and interpret data for evidence-based reporting.
- Provide advice and formulate effective practical solutions in the planning and delivery of traffic management as required.
- Prepare, maintain and review traffic related engineering standards, policies and requirements, as required and ensure that best practices principles are met.
- Source and assist in the preparation of funding submissions for eligible projects under Federal and State Government Programs, *Special Local Roads*, *State Bike Fund* and *Black Spot* funding.

Performance Indicators

- Traffic counts and traffic management data is accurately collated, analysed and interpreted in a timely and proficient manner.
- Reports are prepared accurately and include the relevant background information and supporting documentation.
- Practical solutions are provided in the planning and delivery of projects.

3. PROVISION OF SERVICES & ADVICE

- Manage and coordinate responses associated with traffic management and integrated transport, as required.
- Provide sound and practical technical advice in respect of Development Applications, Council projects and asset renewal programs.
- Exercise judgement and initiative to address all enquiries and resolve citizen's concerns and issues and refer matters to the Manager, Traffic & Integrated Transport as appropriate.
- Liaise effectively and efficiently with stakeholders including Elected Members, staff, residents, property owners, Government Departments, funding bodies and service authorities.
- Facilitate community consultation processes associated with traffic management in a manner that enhances effective working relationships between the Council and the community.
- Conduct and advise on the installation of traffic related infrastructure.
- Advise and inform other staff of traffic related matters.

Performance Indicators

- Practical and accurate technical advice and responses associated with traffic management is provided in a timely manner.
- Enquiries, complaints and issues are addressed a timely, effective and considered manner.
- Relevant stakeholders are kept engaged, informed and involved in decision making.
- Positive working relationships are maintained with the community to facilitate delivery of the Council's strategic goals and objectives associated with traffic.

ORGANISATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisations continuous improvement program.
- Observe and uphold the Organisational Values and conduct all affairs in accordance with Our Values and Community Well-Being.
- Pursuant to the Local Government Act, Section 110, observe and uphold the Code of Conduct for Council Employees.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Organisational values (Our Values) observed at all times.
- Participation in all ABEF programs as required.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH & SAFETY and INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values (Our Values) are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

PERSON SPECIFICATION

QUALIFICATIONS, LICENCES & EXPERIENCE

- A relevant qualification or equivalent experience in traffic & transport management, investigation, analysis and design is essential.
- A Class C license is essential.
- Experience in addressing challenging situations, diverse people and interests and resolving complex problems is essential.
- Experience in the development of concept designs of traffic management solutions that meet Australian Standards and Guidelines is essential.
- Experience in delivering and overseeing community consultation is desirable.
- Experience working within Local Government is highly desirable.

KNOWLEDGE

- Knowledge of good governance principles and practices and the role and responsibilities of Local Government.
- Comprehensive knowledge of Traffic Management for all modes of transport, road safety principles, and on-street and off-street parking requirements.
- Technical Knowledge technical issues associated with the management of traffic and all modes of transport (driving, walking, cycling and public transport);
- A working knowledge of the following legislation:
 - *The Local Government Act 1999.*
 - *The Road Traffic Act 1961.*
 - *The Road Opening & Closing Act (SA) 1991.*
 - *The Private Parking Areas Act 1986.*
 - *The Disability Discrimination Act 1992.*
 - *The relevant Australian Standards and Austroads Guidelines.*

The DIT Manual of Legal Responsibilities and Technical Requirements, Part 2 Code of Technical Requirements.

SKILLS

- Ability to assess and interpret data and undertake traffic related investigations.
- Ability to maintain an evidence-based framework of traffic and safety issues.
- Excellent communication skills, both written and verbal and ability to adapt style for different stakeholder groups including citizens, other staff and State Government bodies.
- Ability to assess planning and building developments in relation to traffic, parking and access requirements.
- Ability in the use of AutoCad, AutoTurn, GIS, Microsoft XCEL and Word software.
- Ability to work in an efficient, effective and timely manner.

PERSONAL ATTRIBUTES

- Ability to self-develop and keep updated on changes to legislation, road design and traffic management practices.
- Ability to self-reflect and self-regulate responses and behaviour to be effective and efficient.
- Self-driven with high initiative.
- Professional, articulate and amicable.
- A passion to deliver positive effective outcomes for citizens, the community and in the city.
- Uses empathy, listening and understanding to identify issues and adapt personal style to deliver high quality customer service.

DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council, fulfil all requirements set out in the following legislation:
 - *The Local Government Act 1999*
 - *Planning, Development & Infrastructure Act 2016.*
 - *Road Traffic Act 1961*

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- Completion of training & attainment of skills applicable to Award Classification.
- Work Health & Safety (WHS) Competencies and training requirements include:
 - Sun Smart UVR (induction and annual)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Heat Stress (every three (3) years)
 - Isolated Workers (every three (3) years)
 - Hazardous Manual Tasks Awareness (induction)
 - Fatigue Awareness (every five (5) years)
 - Work Zone Traffic Management (every three (3) years)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Traffic Engineer/Officer.

APPROVED BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Traffic Engineer/Officer has been read and agreed to by

TRAFFIC ENGINEER/OFFICER

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.



City of
Norwood
Payneham
& St Peters

Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
One Council working together We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> • I will collaborate to get better outcomes • I will deliver in a mutually agreed timeframe • I will reflect on how my actions contribute to the whole experience 	<ul style="list-style-type: none"> • Understanding of Systems Thinking and the impact of your actions and decisions • Role clarity and understanding your role and the role of others
Own the experience We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> • I will put myself in the customer's shoes which will guide my actions • I will be courageous to give the customer the best experience I can • I will follow up and follow through 	<ul style="list-style-type: none"> • Ability to be courageous in addressing customers' needs and trying new solutions • Emotional intelligence • Ability to follow up the service through the system • Active listening skills
Bring my best We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> • I will be professional and positive • I will ask for feedback and reflect on my service to improve • I will practice self-regulation, self-care and know when to ask for help 	<ul style="list-style-type: none"> • Skilled in giving and receiving constructive feedback • A commitment to stay up to date in technical skills and knowledge • Employs strategies to maintain personal and professional resilience
Be adaptable We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> • I will ask enough questions to understand what service is needed • I will adjust my approach to suit the situation • I will be proactive, consider alternatives and creative solutions 	<ul style="list-style-type: none"> • Skilled in being agile and adaptable • Ability to look for alternatives for best outcomes
Keep it simple We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> • I will use language that is easy to understand • I will actively listen and stay focused on the situation at hand • I will offer relevant answers and solutions 	<ul style="list-style-type: none"> • Ability to communicate well and use positive and constructive language