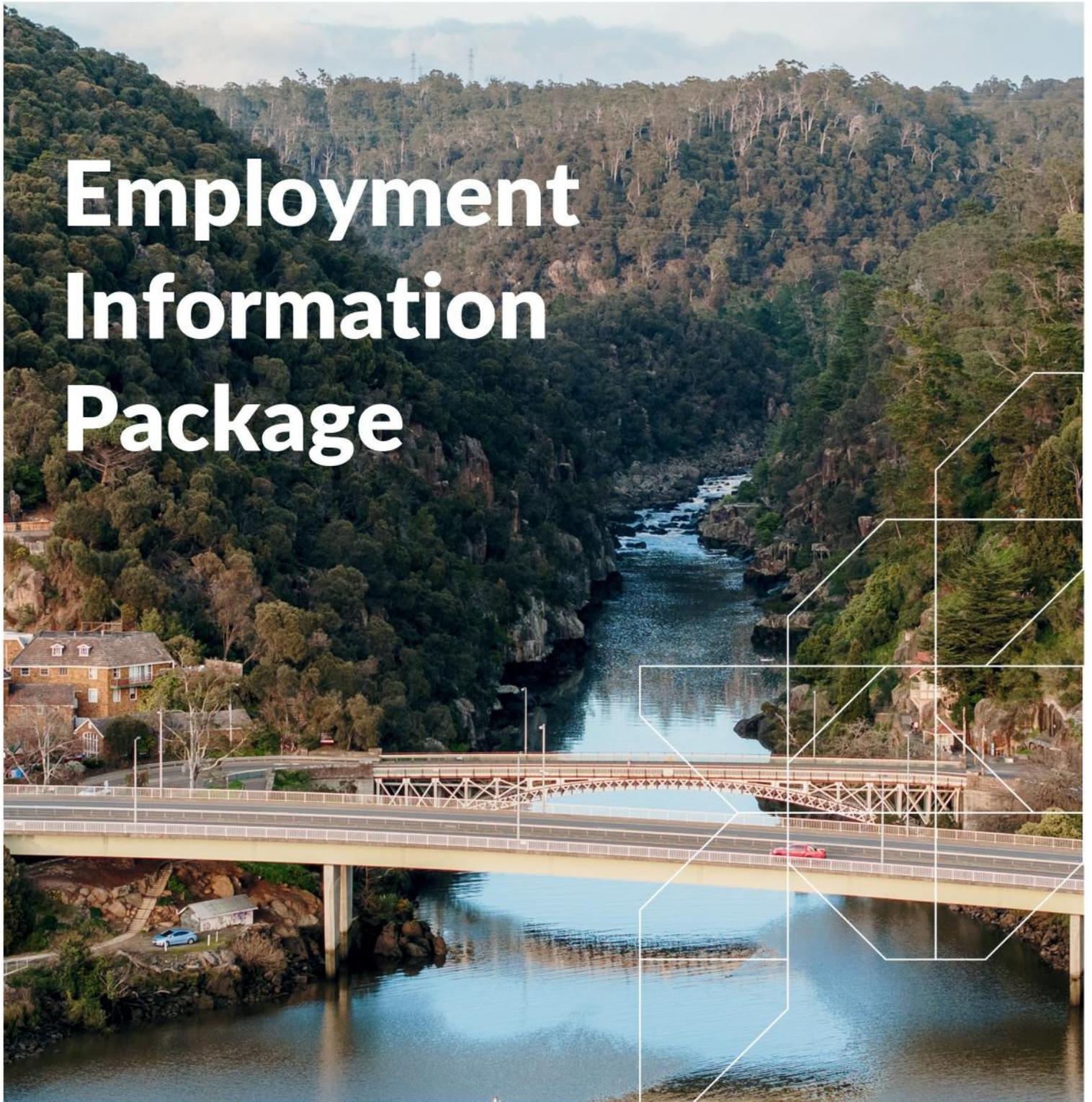


Employment Information Package



Parking Ranger

Position number: POS1933

Enquiries:

Name: Garry Wellman

Position: Team Leader Parking and Regulations

Phone: 03 6323 3112

Email: garry.wellman@launceston.tas.gov.au

Application closing date: 3.00PM TUESDAY 17 MARCH 2026

📍 Town Hall
18-28 St John Street
Launceston TAS 7250

✉️ PO Box 396
Launceston
TAS 7250

☎️ 03 6323 3000
@ contactus@launceston.tas.gov.au
🌐 launceston.tas.gov.au

 City of
LAUNCESTON

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Address applications to:

Senior Leader People and Culture

City of Launceston

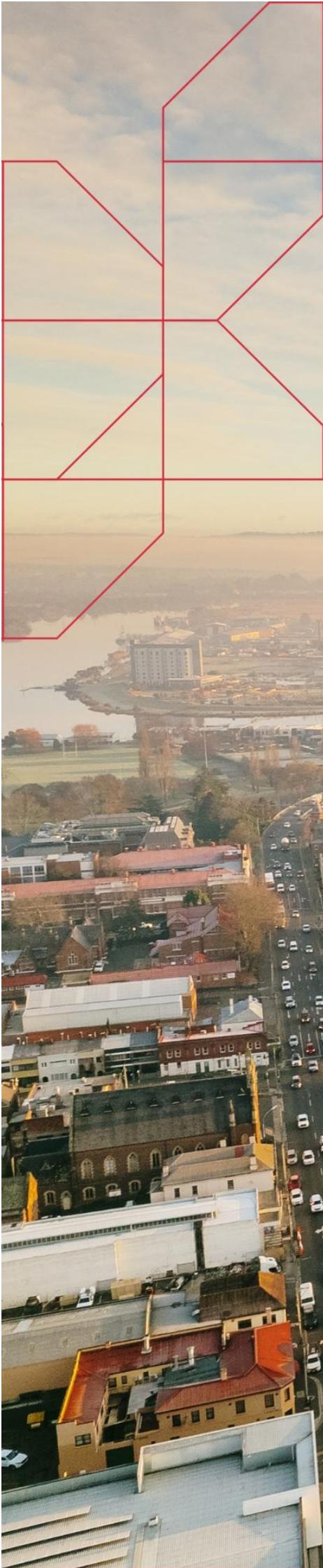
PO Box 396

LAUNCESTON TAS 7250

Email address: contactus@launceston.tas.gov.au

When emailing your application, attachments should be sent in either Word (.doc/.docx), PDF (.pdf), TIFF (.tiff), JPEG (.jpg) or Excel (.xls/xlsx) formats.





About the City of Launceston

Launceston is the regional hub of Northern Tasmania and enjoys a rich natural and social history. Located at the head of the picturesque Tamar Valley, the Launceston region is renowned for its award-winning wines, gourmet dining experiences, magnificent natural features and friendly residents.

Our city is human scale. A series of green and wild spaces linked by heritage streetscapes and thoughtful adaptations. A real blend of old-world and new, tradition and innovation.

The City of Launceston municipal area covers an area of 1,405 square kilometres with a population of around 71,000 residents.

The City of Launceston is Tasmania's largest municipal council in terms of population and revenue. Launceston boasts all the major facilities of a much larger city, many of which are owned and operated by the City of Launceston.

The City of Launceston is served by 12 Councillors, including the Mayor and Deputy Mayor.

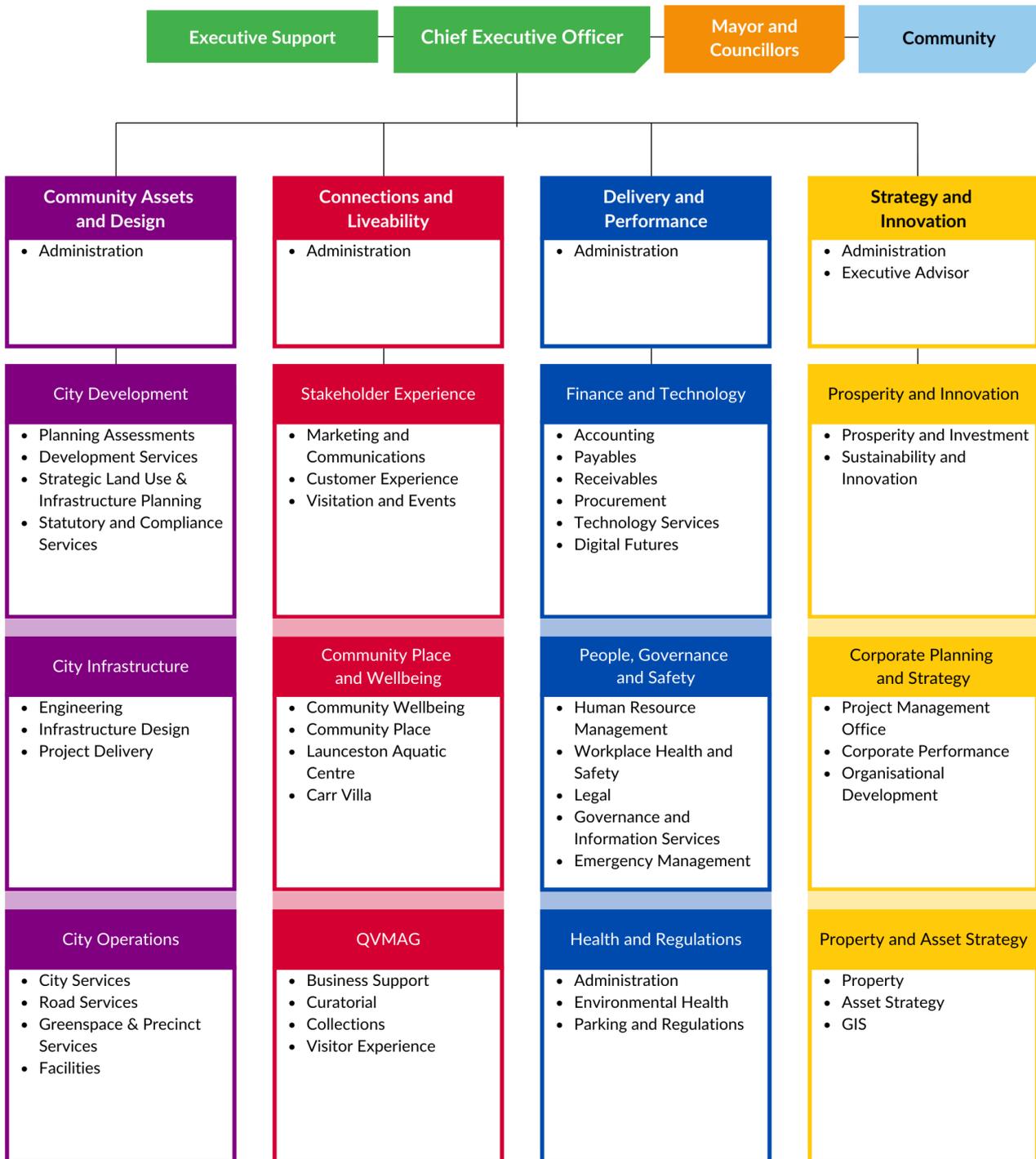
Click [here](#) to view City of Launceston's strategic and annual reporting.

The City of Launceston is recognised as an Employer of Choice by the Tasmanian Government.

An Employer of Choice is a workplace that demonstrates contemporary workplace practices and provides outstanding support for its staff.

Employee benefits offered by the City of Launceston include:

- Our employees have access to discounted health insurance options through St Luke's Health and BUPA.
- Employees have access to a free EAP service, which provides support and counselling for personal and work related issues, coaching and advice for leaders and counselling assistance for immediate family members.
- We are committed to providing a working environment that is sufficiently flexible to meet the operational requirement and workload demands of the City of Launceston while accommodating, where possible, the needs of our employees.
- Discounted membership at Launceston Leisure & Aquatic Centre.
- Discounts at the QVMAG Gift Shop.
- Additional leave: employees may request to purchase an additional two or four week's additional leave per year to help manage family/carer responsibilities or other special circumstances



Organisational values

At the heart of our organisation are our four organisational values. Our employees are expected to adhere to, support and promote our values at all times.

Our aim is to attract and retain people who share our values and want to be a part of our positive workplace culture. Before submitting your application, please review our values and decide if they are a good fit for you.



OUR PEOPLE MATTER

- We value clear and open communication
- We support and encourage each other
- We respect diversity
- We recognise individual needs, experience and strengths



WE CARE ABOUT OUR COMMUNITY

- We take pride in our work and pursue a standard of excellence
- We genuinely listen, and value collaborative relationships
- We strive towards the best outcome for our community
- We make responsible and sustainable decisions



WE BRING AN OPEN MIND

- We actively seek opportunities to continuously improve
- We respect and explore different ideas and perspectives
- We embrace change that leads to positive outcomes
- We value innovation and creativity



WE GO HOME SAFE AND WELL

- We show care for people and look out for one another
- We speak up and support others to be healthy and safe
- We take personal responsibility for our own health and wellbeing
- We value work-life fit

Information for applicants

At the City of Launceston, diversity isn't just something we celebrate – it's key to our success.

The most welcoming and innovative workplaces thrive because of diverse perspectives, backgrounds and experiences. That's why we welcome people of all identities, abilities, and cultures to be part of our team.

Even if you don't think you tick every box, we encourage you to have a go at telling us about yourself by addressing the selection criteria and apply. We're committed to creating an inclusive, flexible and supportive environment where everyone has the opportunity to succeed and contribute to something bigger – our community.

Join us and help shape a city that reflects the diversity, energy and potential of the people we serve.

City of Launceston adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people.

Please read this information carefully, as it will help you with the preparation of your employment application.

When applying for this position, you must provide the following documentation:

1. Covering letter
2. Statement addressing the selection criteria (**highlighted criteria only**)
3. Resume

The online Application for Employment can be [accessed here](#) (you will be asked to attach your supporting documentation)

1. Your covering letter should introduce you and explain why you are applying for the role.
2. All recruitment and selection decisions are based on merit. The most suitable person in terms of skills, knowledge, qualifications, relevant experience, alignment with organisational values and work attitudes is selected for the position. Selection is based on the assessment of each application in relation to the selection criteria identified in the position description. The position description is included later in this information kit.

The selection criteria consists of the qualifications, knowledge, skills, attitudes and abilities required to successfully perform the role. You must provide a statement that addresses each highlighted selection criterion for the role. Your statement should include examples that demonstrate how you meet each criterion.

Please see information here on how to address the [Selection Criteria](#).

3. Your resume should provide details of your qualifications, work history, special skills, training and competency details and referees, plus any other information that may support your application. Be clear and informative. Include the names, position titles, addresses and telephone numbers of at least two work referees.

If we can assist you with any reasonable adjustments in order to submit your application for this role, please contact the People and Culture Team via email at contactus@launceston.tas.gov.au, noting your preferred method of communication and contact details and a member of the team will be in touch.

Recruitment steps

1. Application received
2. Shortlisting
 - Shortlisted applicants will be contacted by telephone or email to arrange an interview.
 - Unsuccessful candidates will be advised by email.
3. Interview
4. Pre-Employment Checks:
 - Reference Check
 - Police Check
 - Medical Assessment
 - Drug and Alcohol screening

All costs covered by City of Launceston
5. Suitability determination and preferred candidate identified
6. Letter of Offer



General conditions of employment

Position title	Parking Ranger
Employment terms	Permanent full time
Working pattern	9 day fortnight
Total remuneration	\$80,339 - \$87,671 per annum* <i>*Total remuneration includes superannuation, as detailed below</i>
	Base salary \$69,708 - \$76,071
Superannuation	Employer contribution of 15.25%

- **Annual leave:** employees are entitled to 4 weeks (pro-rata for part-time employees) annual leave per year, plus leave loading.
- **Personal leave (for sick and carer's leave):** employees are entitled to two weeks (pro-rata for part-time employees) personal leave per year, if they are unable to attend work due to personal illness/injury or to provide care for a spouse/partner or immediate family member.
- **Paid parental leave:** employees are entitled to fourteen weeks paid (or twenty eight weeks at half-pay) parental/adoption leave for the primary carer; two weeks paid leave for the secondary carer.
- **Long Service Leave:** Long service leave applies after 7 years continuous service.

The City of Launceston Enterprise Agreement 2021 is available [here](#)

The City of Launceston Leisure and Aquatic Centre Enterprise Agreement 2022 is available [here](#)

Position Description

PF NUMBER:		POS NUMBER:	POS1933
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POSITION TITLE:	Parking Ranger
AWARD CLASSIFICATION:	Grade 3
EMPLOYEE:	
TEAM:	Parking & Regulations Health & Compliance
REPORTS TO:	Team Leader Parking and Regulations
PREPARED BY:	Garry Wellman
DATE:	18 February 2026

APPROVED BY:	
NAME:	Nathan Williams
POSITION:	Executive Leader Delivery and Performance
SIGNATURE:	

POSITION PURPOSE (Why does this position exist)

The Parking Ranger is a proactive, field-based role responsible for integrating enforcement, intelligence gathering, and community engagement to improve parking outcomes, support evidence-based decision-making, and enhance the customer experience.

The role delivers efficient, fair, and customer-focused parking and regulatory services across the City of Launceston by utilising Licence Plate Recognition (LPR) systems and on-street observations to monitor parking behaviour, identify trends, and provide operational insights that inform effective resource allocation and continuous service improvement.

Parking Rangers support safe and efficient movement throughout the municipality by undertaking proactive patrols, investigations, and compliance activities relating to parking and local law offences, including the management of abandoned vehicles. The role maintains a visible and approachable presence, engages constructively with residents, businesses, contractors, and permit holders, and responds to community concerns with a strong emphasis on education and encouraging voluntary compliance.

The position requires a commitment to delivering positive customer experiences through timely communication, respectful problem-solving, and fair, consistent enforcement. It ensures compliance with Council By-Laws and relevant legislation, contributing to safe, accessible, and well-managed public spaces.

City of Launceston is a values-based organisation, which means that we employ people who share and display Our Values

OUR VALUES

- Our people matter**
 - we value clear and open communication
 - we support and encourage each other
 - we respect diversity
 - we recognise individual needs, experience and strengths
- We care about our community**
 - we take pride in our work and pursue a standard of excellence
 - we genuinely listen, and value collaborative relationships
 - we strive towards the best outcome for our community
 - we make responsible and sustainable decisions
- We bring an open mind**
 - we actively seek opportunities to continuously improve
 - we respect and explore different ideas and perspectives
 - we embrace change that leads to positive outcomes
 - we value innovation and creativity
- We go home safe and well**
 - we show care for people and look out for one another
 - we speak up and support others to be healthy and safe
 - we take personal responsibility for our own health and wellbeing
 - we value work-life fit

Accountabilities	Activities/Tasks include:	Success looks like ...
General		
City of Launceston's Values	Behave in a way that supports the City of Launceston's values. <ul style="list-style-type: none"> • Our people matter • We care about our community • We bring an open mind • We go home safe and well 	Demonstrates, through behaviour, an alignment to and an understanding of Our Values.
Technology	Use technology and information to maximise efficiency and effectiveness.	New and existing technologies are utilised effectively.
Collaborate	Work collaboratively within your team and across other teams. Support delivery of the Team's strategic and annual plan actions. Work with other teams as relevant to technical role accountabilities.	Actively participating in team meetings/toolbox meetings, by offering ideas and suggestions and providing feedback. Collaborative opportunities are sought across teams.
Innovation	Encourage and be proactive in developing a culture of introducing new and improved work practices and projects within your team and other teams.	Improved work practices and projects.
Technical		
Patrolling and Monitoring	Conduct targeted, intelligence-led patrols of on-street and off-street parking areas across the municipality. Patrol priorities should be informed by data, community reports, observed trends, and operational intelligence rather than routine fixed-route scheduling. Undertake activities to identify emerging parking trends, evaluate and test alternative compliance approaches, and contribute to insights to improve service delivery. Apply ongoing dynamic risk assessment while in the field to identify hazards, adapt to changing conditions, and implement appropriate safe work practices. Monitor vehicles for compliance with time restrictions, permit conditions, and parking laws, taking appropriate enforcement action where required. Engage with the community to provide clear information and education on parking requirements, and gather accurate, thorough evidence to support compliance outcomes	Patrol coverage is consistent and well-documented. Officers apply procedural fairness and sound judgement when determining the appropriate compliance response, including whether an infringement is required. Regular feedback on trends, risks and opportunities is provided to the Team Leader and Coordinator Parking. LPR data is accurate and used effectively to support enforcement and resourcing efforts, and monitor growth areas, fringe parking pressures or displacement effects. Reports are prepared in accordance with Council

Accountabilities	Activities/Tasks include:	Success looks like ...
	<p>and regulatory enforcement.</p> <p>Operate Licence Plate Recognition (LPR) systems to proactively identify parking offences, highlight areas of non-compliance, and support Parking Officers by providing timely information on emerging focus areas.</p> <p>Use insights gathered through LPR patrols to promote consistency in enforcement, improve operational efficiency, and share real-time trends and observations that contribute to improved parking compliance outcomes.</p> <p>Administer the Road Occupancy Permit process for Parking infrastructure, including monitoring compliance with permit conditions and undertaking education or enforcement where required.</p> <p>Collaborate with internal teams to support a consistent and coordinated approach to Road Occupancy Permit management and undertake monitoring or enforcement on behalf of other teams as needed.</p>	<p>requirements and support lawful, fair and defensible enforcement, including use in court.</p> <p>Patrol vehicle is maintained in a clean, orderly condition and remains fit for operational use.</p> <p>Road Occupancy Permits are administered accurately and efficiently, with clear communication to applicants and consistent application of requirements across teams.</p> <p>Compliance with permit conditions is monitored and addressed in a timely manner, supporting safe and orderly use of the road network and positive customer experience.</p>
Community Complaint Response	<p>Respond promptly and professionally to community complaints and service requests about alleged parking and local law offences, engaging with the community through education, explanation, and support to promote understanding and compliance.</p> <p>Undertake field investigations, gather evidence, and prepare reports or infringement notices as required.</p>	<p>Officer models positive engagement by explaining parking requirements to the community through proactive and opportunistic education opportunities.</p> <p>Complaints and investigations are resolved effectively and in a timely manner, with recurring complaint themes and systemic issues escalated to the Coordinator Parking to inform operational priorities and preventative actions.</p> <p>Enforcement actions are lawful, fair, and defensible, with complaint and infringement trends analysed to inform ongoing operational improvements</p>
Abandoned Vehicle Management	Investigate and resolve reports of abandoned vehicles in accordance with Council procedures and relevant legislation.	Abandoned vehicle cases are managed efficiently and in compliance with legislation.

Accountabilities	Activities/Tasks include:	Success looks like ...
	Coordinate vehicle removal processes and liaise with contractors and vehicle owners as necessary.	Records and communication are clear and professional.
Customer Service and Community Engagement	<p>Provide courteous and professional advice to members of the public regarding parking regulations and Council services.</p> <p>Promote behaviour change through proactive conversations and educational initiatives with community members, businesses, contractors, permit holders and service providers to support greater parking compliance.</p>	<p>The community receives clear, consistent information and positive engagement.</p> <p>Customer issues are handled calmly and professionally.</p>
Technology and Reporting	<p>Accurately use handheld devices, enforcement software, and LPR systems to issue infringements and record activities.</p> <p>Report faulty equipment, signage, and infrastructure in a timely manner, and where appropriate, engage with relevant stakeholders to troubleshoot and problem solve.</p> <p>Assist with compiling patrol and infringement data, informing operational decisions and continuous improvement.</p> <p>Analysis of data and preparation of reports from LPR systems to support effective service delivery.</p>	<p>Technology is used efficiently to improve service delivery.</p> <p>Reports are accurate, complete, and timely.</p>
Work Safely with a Duty of Care for fellow employees and ensure procedural compliance	<p>Perform all work in a safe manner in accordance with the City of Launceston's WHS Policy and Procedures</p> <p>While at work, a worker must –</p> <p>(a) take reasonable care for his or her own health and safety; and</p> <p>(b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and</p> <p>(c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and</p> <p>(d) cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.</p> <p>(Section 28 Work Health & Safety Act 2012)</p>	

Note: Whilst the key functions and responsibilities for the role are set out above, the Council may

Accountabilities	Activities/Tasks include:	Success looks like ...
direct an employee to carry out such duties or tasks that are within the limits of the employee's skill, competence and training.		

WORKING WITH VULNERABLE PEOPLE CHECK	
	Yes/No
Working with Vulnerable People Check required?	Yes
<i>If yes, include in Selection Criteria table below</i>	

SELECTION CRITERIA	
POSITION REQUIREMENTS/COMPETENCIES	
Organisational	
<ul style="list-style-type: none"> Community Focussed: Considers community/customers in decision making Communicate and Engage: Demonstrates self-awareness & encourages open discussions & contributions from others Create and Innovate: Displays initiative & considers different ideas and perspectives Safety Focussed: Takes responsibility for own and team's health, well-being and self-care 	
Position Specific	
<ul style="list-style-type: none"> Technical Knowledge: Strong analytical skills with experience interpreting and applying local law legislation, Council By-Laws and effectively communicating advice to stakeholders. Customer Service: Handles public interactions with professionalism, empathy, and confidence, using education-focused approaches to influence positive behaviour and effectively manage conflict. Builds cooperative and trusting relationships with businesses and permit holders, supporting their understanding of regulatory requirements and encouraging voluntary compliance Judgement and Discretion in Complex Situations: Apply sound judgement and discretion in complex field situations, balancing compliance, customer experience and safety considerations, and applying discretion to resolve issues effectively while ensuring lawful, consistent and defensible outcomes, including using education and engagement where appropriate to support voluntary compliance. Technology Use: Ability to operate and maintain LPR and enforcement systems accurately and efficiently, using a range of devices and software applications. Investigation and Compliance: Conducts thorough investigations, collects evidence, and prepares accurate records. Operational Intelligence and Continuous Improvement: Interpret operational data and field intelligence to identify emerging issues, influence priorities, enhance compliance, customer experience and team effectiveness, and support continuous improvement in regulatory and customer outcomes. 	
QUALIFICATIONS AND EXPERIENCE	
<ul style="list-style-type: none"> Certificate III in Local Government (Regulatory Services) or equivalent qualification (Desirable) Experience in compliance, enforcement, or local law operations is desirable. Experience in parking enforcement involving timed on street parking. Current Tasmanian "C" Class driver's licence. 	

REPORTING STRUCTURE	
Leader	Team Leader Parking and Regulations
Direct Reports	Nil

KEY RELATIONSHIPS (External and Internal Customers, Supplier, Colleagues, etc)	
Internal	Nature of Relationships
Other Parking team staff	Working relationship
Key Personnel in other Teams within Council	Working relationship
External	Nature of Relationships
General Public	Liaison, direction
Contractors	Liaison, direction
Service Providers (e.g. Aero Ranger)	Liaison, product support and training

DELEGATIONS & AUTHORISATIONS (Local Government Act, By-Laws etc)	
Purchasing Approvals	Limit \$Nil
Legislation and By-Laws	Local Government Act 1993 Local Government (Highways) Act 1982 Facilities and Highways By-Law Number 1 of 2021 On-Street Parking Penalties By-Law Number 1 of 2023 Parking Facilities By-Law Number 2 of 2023

Confidentiality

Employees are

- a) Able to access; or
- b) May be exposed in the course of performing their duties to information that may be related to individuals, organisations or the general dealings of the City of Launceston. Some of this information will be of a sensitive nature – either within or external to the organisation.

By accepting this position the employee undertakes:

- a) To keep all information that they are exposed to confidential during and after their period of employment with City of Launceston. Information should never be disclosed outside of the organisation and only be disclosed to other employees if there is a need within the context of the task being performed.
- b) To not access any information within the organisation's systems that is not directly relevant to their work.
- c) To abide by the requirements of the Confidentiality and Privacy clause of the relevant Enterprise Agreement.

OTHER RELEVANT INFORMATION

Expectations of a City of Launceston employee:

- Have strategies in place to enhance their own health and well-being, manage stress and maintain professionalism;
- Seeks feedback broadly and asks others for help with own development areas; and
- Translates feedback into an opportunity to develop.



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