



Administrator (Parking)

Parking Services, Environmental Protection, Environment & Sustainability

Reports to: Parking Services Manager

Location: EOC Building, Laings Road, Lower Hutt

Date: March 2026

Purpose of the role:

The Administrator provides administration services that support the effectiveness of the Parking Team, as well as assist the wider Environmental Protection Team with administration support as needed.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata – Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*

We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*

We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*

We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau

Work as One Council

He Rangi tā Matawhānui

Open & Adaptable

Kāpuia Te Kākaho

Customer & Community Focus

He Tātai Muka

People & Performance

Focus

Te Ringa Tōhau Nui

Business sense

Te Pae Tawhiti

Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at careers.huttcity.govt.nz/home

The level of capability required for this role is:



Foundational



Intermediate



Advanced

About the role

Licence Plate Recognition (LPR) system support	Monitor parking compliance through the use of the LPR Monitoring System. Complete routine data checks and escalate anomalies, missing information, or system issues to the Compliance Coordinator. Process violations identified through the Licence Plate Recognition (LPR) system, in accordance with established procedures. Ensure LPR images and data are correctly linked and recorded in TicketOr and related systems. Utilise the LPR Monitoring System to issue and generate infringements.
TicketOr (or relevant enforcement system) and Property Rating (TechOne – Ci) systems administration support	Support the administration of TicketOr (or relevant enforcement system) and Property Rating systems by entering, maintaining, and updating data as required.
Appeals Procedures (Adjudication)	Receive all written explanations and ensure all documents are filed. Respond to phone calls, email, letters and explanations. Adjudicate contested written submissions using precedents and judgement where appropriate and to respond in writing a balancing of fact and allegations to formulate a defensible and professional reply. Investigate claims and allegations in respect of the legitimate issue of infringements. Assist in the collation of prosecution files where appropriate. Follow HCC Policy rules for cancelling/waiving notices and applying compliance. Provide immediate responses to requests for service and enquiries regarding the issue and payment of parking tickets.

Radio Support for Parking Wardens	Dispatch customer service requests to Parking Wardens. Receive outcomes over the radio (or similar technology). Provide communication support via radio and telephone to assist Wardens in their role by providing information and advice as required and receiving intelligence. Provide appropriate assistance and guidance in the event of threat to a Parking Warden and/or their vehicle, organising support as necessary and assisting them until help arrives if their personal safety is threatened.
Financial Administration	Ensure account inquiries and the payments of invoices are handled in a timely and accurate manner in line with Council procedures. Managing debt reminders and liaising with external debt collection agencies. Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Administration	Support office operations and procedures to ensure organisational effectiveness and efficiency.
Customer experience	Contribute towards providing positive internal and external customer experiences. Provide direct customer service support to enquiries and complaints.
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.

Planning	Understand and contribute to team short term and long-term strategies and plans.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Risk management	Identify risks and hazards and escalate appropriately.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals, Policies and Process and agree to abide by them.

About you

Essential	Demonstrated efficient and effective administrative skills and experience. Experience in prioritising demands, meeting deadlines and delivering desired results by taking ownership and using effective self and time management approaches. Strong written communication skills (including drafting clear, accurate customer correspondence). A high degree of computer literacy. Good record keeping, process and administration skills.
Desired	Previous experience in a regulatory services environment

Key relationships and delegations

Number of people reporting you	Nil
Total number of people within your delegation	Nil
Operating budget	\$0
Capital budget	\$0
Core partnerships	Internal: Finance, Legal, Transport, Fleet Management External: External companies that the Climate & Solid Waste team has contracts with.

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.