



Senior Licensing Officer

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Job Description Form

Position details

Position number	017706
Level	4
Award/Agreement	Public Service Award 1992 Public Service and Government Officers General Agreement 2014
Branch	Licensing
Directorate	Licensing and Registration
Division	Consumer Protection
Location	Perth

Job description

Overview of role

The Senior Licensing Officer assesses and processes complex business licence applications by Employment Agents, Real Estate and Settlement Agents and is responsible for ensuring that licensing applications are processed in accordance with the relevant legislation and the respective departmental policies and procedures.

The Senior Licensing Officer assists the Licensing Coordinator to assess recommendations of licensing staff and is also responsible for the integrity information in the complaints and Licensing System database by ensuring information is up to date and accurate. The senior Licensing officer also supervises licensing staff and is responsible for the performance and efficiency of staff within the section. This includes ensuring staff have the appropriate training and assuming responsibility for performance management.

Key responsibilities

- Checks licence applications for compliance with the licensing eligibility criteria and for ensuring that appropriate action is taken on incomplete applications.
- Exercises specific delegated authority in relation to the issue and renewal of licence and triennial certificate for real estate, settlement and employment agents.
- Ensures compliance with the licensing key performance indicators, and comprehensive follow through of surrendered and cancelled licences
- Supervises licensing officers ensuring appropriate processes and quality control, as well as providing relevant and timely training to licensing staff as required and managing staff workloads.
- Provides information and advice to industry members to enable them to comply with the relevant legislation.

- Coordinates the storage, manipulation and retrieval of licensing data for reporting and future use.
- Carries out all duties in accordance with the requirements of the Public Sector Standards, Code of Conduct and Code of Ethics.
- Take reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the *Occupational Safety and Health Act 1984*.

Work related requirements

Conceptual and analytical skills

1. Has proven ability to identify and find solutions with a focus on continuous improvements to complex administrative problems.

Technical skills and work management

2. Has proven computer skills including a working knowledge of databases, spreadsheets and word processing.

Client relationships, team and people management skills

3. Can respond to requests for information in a timely manner, manage their own behaviour and work well in a team environment, including leading and supervising a team.

Professionalism

4. Is reliable, hardworking, enthusiastic and supportive of other team members.

Communication

5. Has the ability to listen, understand and verbally liaise and negotiate outcomes with a diverse range of people. Has a clear, well-structured and concise written communication style.

Appointment conditions

Integrity requirement	A satisfactory, National Police Certificate or National Police History Check.
Travel requirements	No regular travel is required for this role.
Driver's licence	A current "C" class car licence is required.
Other	Nil.

Certification (HR use only)

The duties, responsibilities and requirements of this role have been approved by the appropriate delegated authority.

This Job Description Form was registered on 30/07/2014.