



## Manager Licensing - Level 7 (00013926)

<b>Group:</b>	Local Government, Racing, Gaming and Liquor	<b>Location:</b>	Perth - 140 William St
<b>Division/Directorate:</b>	Racing, Gaming and Liquor	<b>Supervises:</b>	2
<b>Branch:</b>	RGL Licensing & Industry Services	<b>Reports to:</b>	General Manager Licensing
<b>Section:</b>	NA		

### Operational Context

Within the Local Government, Racing, Gaming and Liquor Group (LGRGL), Racing, Gaming and Liquor Division is responsible for regulating and maintaining the integrity of lawful racing, gambling, and liquor activities to support industry and minimise harm.

### Role Overview

This position oversees and manages the efficient and effective delivery of licensing and industry services for the Licensing & Industry Services Branch. Providing advice and high-level support to the General Manager in matters relating to licensing and industry services and leading the development and review of operational policy for liquor and gambling industry licensing and services.

### Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about motivating and enabling a team to deliver high-quality work that contributes to the agency. They balance their time between doing the work, and coaching, guiding and developing others.

### Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Provide leadership and manage the operational performance of the branch to achieve objectives and ensure services are delivered within budget, legislative and organisational constraints.
- Contribute to the development of the business plan and the formulation of team's performance measures and targets to achieve standards and departmental objectives.
- Contribute to, and implement, strategic corporate initiatives and policy across the branch.
- Undertake analysis and reporting of operational performance data to make informed decisions on the allocation of resources to achieve performance targets and efficiency improvements.
- Review and monitor policy, program & service effectiveness against agreed outcomes.
- Work in partnership with staff throughout the department, government, non-government to ensure effective delivery and evaluation of services.
- Provide technical and operational support to the General Manager.
- Lead the development and review of operational policy, procedures and regulatory controls in support of relevant legislation. Identify, recommend and implement service delivery and process improvement and innovations.
- Provide authoritative advice on complex and technical issues and policy relevant to the branch.
- Prepare and/or review documentation such as Ministerial correspondence, briefs and technical reports on complex issues that provide authoritative advice and options for decision-making.
- Address and determine complex applications and issues.
- Review work practices to ensure the integrity of regulatory operations, procedures, and systems.
- Apply sound governance and implement effective risk management.
- Collaborate and work cooperatively to ensure the success of risk-based processes.
- Review, prepare and oversee the collation of Gaming and Wagering Commission papers for approval by General Manager.
- Represent the department in external forums and negotiate within parameters agreed with the General Manager.
- Work outside of normal business hours and participate in a rotational on call roster as required.

### Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Performs other duties as directed.

### Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated ability to effectively manage resources including human, physical, financial, technical and information, to meet organisational objectives.
- Demonstrated ability to administer legislation and delivery outcomes in a regulatory setting.
- Possess high level ability to interpret legislation, policies, procedures and guidelines, and research law applicable to statutory and administrative decision making.

### Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - People](#), the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You are continually learning and adapting your personal style and approach to be effective in the changing work environment.
- **Build Capability** - You lead development and focus on processes and activities in your team and domain of expertise.
- **Deliver on High Leverage Areas** - You drive high quality performance in your team or work area by setting clear and shared objectives.
- **Dynamically Sense The Environment** - Your approach is to seek a shared understanding among your team and peers and your own leaders.
- **Think Through Complexity** - You think critically and strategically to solve problems and enhance effectiveness across your team or work area.
- **Lead Collectively** - You work proactively to create shared thinking and understanding across your team.
- **Embody The Spirit of Public Service** - You display and embody the spirit of public service in all your decision making, interactions and professional activities.

**This position reports to:**

General Manager Licensing

Position No: 00013967      Classification: L8

**Positions reporting to this Role:**

Principal Licensing Coordinator - (00013927)

L6

Principal Licensing Coordinator - (00013970)

L6

**Position Conditions:**

The following outlines pre-employment assessments and ongoing conditions and requirements:

- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check

**Approved Date**

02-JUN-2026

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