



Licensing Officer - Level 3 (00013895)

Group:	Local Government, Racing, Gaming and Liquor	Location:	Perth - 140 William St
Division/Directorate:	Racing, Gaming and Liquor	Supervises:	0
Branch:	RGL Licensing & Industry Services	Reports to:	Senior Licensing Coordinator
Section:	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 plays a key role in the delivery of licensing services for the Group. The position provides customer service and processes applications under legislation administered by the Group.

Building Leadership Impact as a Personal Leader

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 the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

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

- Provides accurate information and advice to customers in respect to licensing and legislative requirements, policies, guidelines and procedures, including advising customers of licensing application requirements and the resolution of client concerns.
- Undertakes assessment and processing of applications and supporting documentation to ensure compliance with legislation administered by the Department.
- Grants licences, permits and certificates under delegated authority which includes decision making in accordance with legislative requirements, departmental policy and licensing procedures.
- Negotiates with applicants and other stakeholders to determine the conditions imposed on liquor licenses and permits of lesser complexity and risk.
- Liaises with customers and external stakeholders in relation to licensing applications on behalf of the Department.
- Undertakes analysis and assessment of documentation and prepares files for routine and complex licensing applications.
- Analyses and enters financial return information.
- Establishes good working relationships within the team, across the agency, with customers and industry stakeholders acting as a positive ambassador for the Department.
- Identifies and proposes solutions to work problems and supports change by contributing feedback and suggestions.
- Maintains and updates information systems, databases and documents to ensure data integrity; produces documents relating to licenses, permits and certificates. Ensures record keeping standards are maintained.
- Prepares reports and assists with other corporate duties as required.
- Prepares and reconciles daily banking and processes financial payments as required.
- Assists other officers with preparation of material and information 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 experience in providing a high degree of customer service with a strong commitment to service excellence.
- Demonstrated ability to understand and apply legislation, policies and procedures.
- Experience in accurately updating, maintaining and accessing information systems, databases and Windows based programs.
- Ability to research, analyse and make evidence-based recommendations in a timely manner.
- Sound organisational and prioritising skills with the ability to see tasks through to completion deadlines.
- Ability to work collaboratively in a team environment, including sharing information and expertise with other team members.
- Ability to develop and maintain productive relationships, including liaising and consulting with a variety of individuals.
- Well-developed communication and negotiation skills, including the ability to adapt messages to suit the intended audience.

Expected Leadership Behaviours

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

- **Lead Adaptively** - You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary.
- **Embody The Spirit of Public Service** - You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Build Capability** - You are approachable and receptive to all members of your team.
- **Deliver on High Leverage Areas** - Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
- **Dynamically Sense The Environment** - You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
- **Think Through Complexity** - You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
- **Lead Collectively** - You complete your work to a high standard and ensure information is accurate.

This position reports to:

Senior Licensing Coordinator

Position No: 00016524 Classification: L5

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

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

- The holder of this position exercises delegated statutory powers
- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check

Approved Date

20-FEB-2026

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