



Job Description

Position Title:	Senior Licensing Officer	Classification:	Level 3
Position Number:	MIS19061	Location:	Cannington
Division/Group:	Service Delivery	Supervises:	0
Branch/Section:	Licensing Services Branch B	Reports to:	Licensing Coordinator

Operational Context

Within the Service Delivery Group, the Licensing Services Directorate is responsible for receiving, assessing and determining a wide range of consumer protection, dangerous goods, and building and energy licences, registrations, lodgements and applications. This Directorate plays a significant role in protecting Western Australians by ensuring those that are authorised to carry out business, trade or operate in industries regulated by DMIRS are suitably qualified, skilled and responsible.

Role Overview

This position is part of the Aboriginal Employment Program (AEP). This role undertakes assessments of, makes recommendations on, and processes both routine and more complex applications for various licenses, renewals, registrations, permits and security cards for numerous occupations and functions regulated by the Department under a diverse range of legislation.

Role Responsibilities

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

- Participate in coordinating the day-to-day operations of the team as required, including organising staff and carrying out licensing support activities.
- Assess, process and audit applications as required in accordance with relevant legislation, policies, procedures, processes and delegations.
- Provide high quality customer service effectively communicating face-to-face, by phone and through correspondence in order to deliver accurate information to customers.
- Use a range of information technology to record, update and maintain records held within various registers and databases.
- Train, advise, guide, direct and coach staff.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes 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.

What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

This position is part of the Aboriginal Employment Program (AEP) and is aligned to our Aboriginal Employment Strategy and Diversity and Inclusion Plan. This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS.

- Confirmation of Aboriginality.

- Ability to interpret and apply legislation.
- Ability to identify solutions to routine administrative problems.
- Proficient computer skills including a working knowledge of databases, spreadsheets and word processing.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Meets objectives, follows up to ensure work is finalised.
- Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
- Adheres to the Code of Conduct, acts with integrity and behaves in an honest, professional and ethical way.
- Listens and asks questions to ensure understanding, checks own communication has been understood.
- Checks and confirms accuracy of information prior to release.

What are the Job reporting relationships?

This position reports to: Licensing Coordinator

Supervisor Position No: 00017792 Classification: L4

Positions reporting to this Job:

This position has no direct reports

What are the pre-employment requirements for this Job?

- This position has been identified with a potential for Conflict of Interest
- National Police Clearance

Approved Date

18-OCT-2019