# Job Description Form – Licensing Administration Officer

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| **Position number:** | Generic  | **Classification:** | Level 2 |
| **Division:** | Racing Gaming and Liquor  | **Branch/section:** | Licensing and Industry Services  |
| **Reports to:** | 13973 | **Direct reports:** | Nil  |

## Position details

## Position purpose

Contributes to the provision of licensing and compliance activities for the Regulation Division by providing clerical and administrative support for the Regulation Division by providing:

* a customer focused reception service for the Department; and
* clerical and administrative support for the Regulation Division.

## Context

The Racing, Gaming and Liquor team regulates and maintains the integrity of all lawful racing, gambling, and liquor activities in the state by providing guidance for industry to maintain compliance with relevant legislation for the benefit of all Western Australians.

## Responsibilities

1. Provides a customer focused reception service.
2. Creates applications and investigations in the Department's business database and ensures documentation is updated accurately and in a timely manner.
3. Processes financial payments and prepares and reconciles daily banking.
4. Contributes to the continuous improvement of processes and procedures relating to Liquor and Gambling document management activities.
5. Provides assistance to the Information Management Section in the identification of applications and accompanying documents.
6. Assists with racing, gaming and liquor licensing fees and financial return processes.
7. Responds to basic email enquiries allocated by the Coordinator Industry Services, providing accurate information and advice to customers in respect of licensing and legislative requirements, policies, guidelines and procedures.
8. Provides clerical and administrative support to the Regulation Division.
9. Adheres to Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
10. Demonstrate the Expected Behaviours of the leadership context for this role listed below.
11. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

## Selection criteria

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position. These criteria can be assessed against any stage of the recruitment process. Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

## Essential

1. Demonstrated experience in providing customer service and accurately updating, maintaining and accessing information systems, databases and Window based programs.
2. Demonstrated ability to complete tasks to specified timeframes in accordance with business objectives.
3. Sound organisational and prioritising skills with the ability to maintain accurate records.
4. Sound verbal, written and interpersonal communication skills with the ability to build and maintain effective working relationships and liaise with individuals at all levels, internally and externally.

## Desirable

1. Nil

## Leadership expectations

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](https://www.wa.gov.au/organisation/public-sector-commission/leadership-expectations) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

This role falls under the **Personal Leadership** context.

## Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

## Special Conditions

Other conditions specific to this role are:

* Nil

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| Registration date | 27 March 2025 |