



# Licensing Support Officer

## POSITION DESCRIPTION FORM

**Region / Portfolio:**

Operations Support

**Directorate / Command / District / Division:**

Licensing Enforcement Division

**Work Unit:**

Licensing Services

**Position Description Number:**

Generic 390

**Rank / Level / Band:**

Level 2

**Employment Conditions**

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Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Cannington

**Position Objective**

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Provides information and advice to the public and the Western Australia Police Force personnel on licensing enquiries pertaining to firearms, security/second hand dealer and pawnbrokers. Undertakes processing of applications/probity checks/infringements by collating and evaluating documentation.

**Role of Work Unit**

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Licensing Services carries out the licensing functions that are the responsibility of the WA Police Force. The Unit is responsible for the licensing requirements of the *Weapons Act 1999*, *Firearms Act 1973*, *Security and Related Activities (Control) Act 1996* and *Pawnbroker and Second-hand Dealers Act 1994*. The Unit is responsible for conducting probity checks for licensing applicants.

**Reporting Relationships**

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This position reports to:

- Supervisor / Coordinator, Sergeant or Level 4 or Level 5

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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## Key Accountabilities

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### 1 Licensing Support (95%)

- 1.1 Receives and responds to phone and counter inquiries and provides information and advice relating to licensing enquiries to internal and external customers.
- 1.2 Provides advice and information to internal and external customers on police licensing matters/policies and procedures based on set procedures and guidelines.
- 1.3 Enters data into relevant WA Police Force systems/registers/databases and ensure the accuracy of records. Utilises the WA Police Force systems for tracking of data and records.
- 1.4 Undertakes research, including collation, clarification and evaluation of information from applicants, WA Police Force and partner data systems and provides recommendations in relation to simple licence applications.
- 1.5 Processes and determines eligibility for less complex licence applications in accordance with legislation and guidelines. Follows up with applicant where required.
- 1.6 Receives, receipts and reconciles monies collected in accordance with the *Financial Management Act 2006*.
- 1.7 Makes telephone calls relating to licensing matters to members of the public including those of a sensitive and confidential nature.
- 1.8 Prepares and writes reports, memorandums and correspondence.
- 1.9 Compiles integrity check reports based on the evaluation of information retrieved from various sources.
- 1.10 Processes infringement files, conducts research and disseminates files for investigation or service at station level as appropriate. May liaise with Fines Enforcement Bureau regarding unpaid infringements.
- 1.11 Consults and seeks advice from supervisor on complex legislative matters.
- 1.12 Assists in the presentation of evidence of false declarations to the Magistrates Court and provides details of actions undertaken in the licensing process to the State Administrative Tribunal.

### 2 Other (5%)

- 2.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 2.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the Agency's professional standards and Code of Conduct including reporting wrongdoing.
- 2.3 Undertakes other duties as directed.

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## Work Related Requirements

### Essential

### Context in which work related requirements will be applied and or general standard expected.

Communication skills

Extracting/conveying information in a clear and concise manner. Completing and assisting customers to complete forms. Preparing general correspondence, reports and memorandums. Understanding customer requests and resolving issues. Using of empathy and sensitivity when dealing with customers and staff. Working within a team environment and supporting the needs of other members.

Customer Service skills

Interacting with a diverse range of customers ensuring the provision of an efficient and effective customer service which meets customer and Agency expectations. Dealing with customers and colleagues with equity.

Ability to interpret legislation, policies and procedures

Providing information and advice on licensing legislative requirements in accordance with the Agency's policies and procedures.

Analytical and problem-solving skills

Researching, evaluating and providing advice and recommendations on licensing matters.

## Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Leadership Context

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](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is: [Personal Leadership](#)

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Work Unit	Name	Date
A/Organisational Design Consultant Organisational Design & Analysis	Pamela Soares	16/05/2024 BLI
A/Assistant Divisional Officer Licensing Enforcement Division	Jason Banks	03/03/2023