Position Description

Licensing Officer

Customer & Community Business Unit

Reporting to Licensing Operations Team Leader

Position Purpose

The Licensing Officer is responsible for providing a streamlined point of contact for customers as well as processing applications and conducting administration activities, whilst maintaining compliance with legislation and regulatory guidelines and excellence in safety.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.

2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.

3. Utilise policies and procedures to ensure applications are received, receipted and, validated accurately and in line with WaterNSW service standards.

4. Manage workflow of applications, allocating applications to the correct area as per A&A procedures

5. Complete administration activities to enable customers to secure and manage their water access licences and approvals in a manner consistent with legislation and WaterNSW standards

6. Prepare regular reporting as required to monitor and provide insights into the processing of applications and customer service standards.

7. Process applications to ensure compliance with regulatory requirements and WaterNSW standards, and provide reporting and insights to improve customer experience

8. Work collaboratively with the A&A team to support effective change management process and leverage technology to improve performance standards and embed new ways of working in assessments and approvals.

9. Resolve customer queries and complaints as the first point of contact for A&A, escalating issues where appropriate and in line with A&A procedures.

10. Provide education to the business and customers on licensing operations and regulatory requirements when accessing water.

11. Provide assistance, as reasonably required, to support the A&A team during times of increased and or varied workload to ensure that the WaterNSW meets the requirements of stakeholders.

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12. Demonstrate a growth mindset, supporting and participating in learning and knowledge sharing practices and positively contributing to new ways of working within A&A.

Key Challenges

- Regionally dispersed and broad customer base
- Adapting to change in a complex environment
- Responding to, prioritising, and escalating multiple customer requests in a constantly evolving regulated environment

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Customer Experience Team	- Collaborate to ensure consistent end to end customer service standards are applied – Knowledge and information Sharing - Provide education support to the team on A&A processes

Significant External Relationships

Stakeholder	Purpose of Relationship
NRAR	- Receive guidance and provide updates on any regulatory issues
DPIE	- Collaboration to ensure water sharing rules and principles provide security for both the environment and water users
LRS	- Register and manage access license and dealings

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

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WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with Influence	B	• Tailors communication to suit the audience and uses a range of influencing techniques to build support • Supports messages with relevant examples, demonstrations and stories • Communicates issues clearly with different audiences • Handles challenging questions confidently and constructively
Awareness and Personal Resilience	B	• Continues to perform effectively in highly stressful and ambiguous circumstances • Demonstrates a positive outlook in times of uncertainty • Is aware of others emotions and adapts approach accordingly • Recognises own emotions and employs strategies to manage these under pressure

Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	A	• Builds effective and positive relationships with customers and stakeholders • Understands customer and stakeholder needs • Forms strong relationships with immediate networks to achieve results
Customer and Service Responsiveness	B	• Seeks to deeply understand customers and their needs • Takes responsibility for meeting customers' needs and resolving escalated customer issues • Establish project plans to deliver quality services • Suggests improvements to deliver a better customer experience

		• Expands and uses professional and business knowledge to meet customer needs

Business	Level	
Analysis and Problem Solving	A	• Finds and uses information from a variety of sources when solving problems • Diagnoses the root cause of a problem to ensure solutions are effective • Uses logic and common sense principles to understand problems and identify solutions • Implements solutions within own work
Planning and Delivery Results	A	• Completes work in a timely manner to expected standards • Identifies issues or roadblocks, looks to solve first and if needed advises upwards • Plans and organises work by drawing on necessary tools and resources • Monitors the progress of plans and deliverables • Identifies more critical and less critical activities; adjusts priorities when appropriate • Displays drive and a clear focus on achieving results

Technical	Level	
Understand and Apply legislative and regulatory frameworks	A	• Ability to locate, review, interpret and apply the relevant legislative and regulatory framework, including instruments such as acts, regulations, plans, standards, codes and guidelines as well as relevant common law precedents • Applies understanding of the legislative and regulatory framework in order to provide clear and

		well organised conclusions and recommended courses of action to various stakeholders
		• Follows business rules, standard procedures, guidelines and training regarding interpretation of legislative and regulatory framework to process standard requests, applications and/or other business activities
		• Seeks legal advice and recommendations where appropriate
Process Applications and assessment requests	A	• Understands how to access and follow standard processes, procedures, policies, standards and guidelines necessary to process applications efficiently and accurately
		• Collects and evaluates the factual material, identify evidence required, and prepare an outline of the determination for each application
		• Balances the interests and conflicting demands of multiple stakeholders whilst meeting privacy, disclosure and confidentiality requirements when reviewing and processing applications
		• Liaises with appropriate stakeholders for guidance, advice and clarification to meet and exceed customer and WaterNSW outcomes
		• Uses appropriate communication skills including active listening and questioning to seek clarification or gain further information required to process applications and address customer questions or issues
Administration and Reporting	A	• Conducts general administrative, reporting and evidence recording tasks as per standard processes, policies and procedures including meeting privacy, disclosure and confidentiality requirements
		• Identifies and uses correct templates to produce clear, concise, logical and grammatically correct written correspondence and documents

		• Follows WaterNSW policies and procedures to complete administrative functions accurately in line with regulatory and auditing requirements
		• Reviews own work to ensure accuracy, consistency and completeness
		• Plans and organises one's own work to ensure achievement of desired results within agreed timeframes
Technology Adoption	A	• Fundamental knowledge, exposure and/or experience in identifying, selecting and operating the most appropriate technology to complete a range of business activities
		• Applies a systematic approach when operating and troubleshooting technology and sees challenges as an opportunity to learn and grow
		• Actively seeks constructive feedback from appropriate subject-matter experts on using technologies to achieve business strategies and customer and WaterNSW outcomes
		• Curious and open minded about new IT and technology requirements for possibilities to improve the customer experience
		• Readily learns and adopts new technologies to carry out core role requirements

Mandatory Candidate Requirements

Qualifications:

- Certificate III in business or related discipline or equivalent experience
- Current NSW Drivers Licence

Knowledge:

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- Foundational knowledge of regulatory frameworks and how to apply this in the workplace

- Knowledge of best practice customer service principles

Experience:

- Demonstrated proficiency in the use of corporate systems and databases for the accurate storage and extraction of information and processing of customer requests

- Provision of excellent customer service and experience to respond to customer enquiries and resolve customer conflict

- High level skills in quality assurance for data acquisition and data management

- High level interpersonal and communication skills.

Favourable Candidate Requirements

- Assessment and resolution of licensing issues

- Awareness of natural resource management and relevant legislation and regulatory framework.

- Problem solving in a regulatory context

- Experience working with mapping and geospatial tools and data

Pre-Employment Checks Required

- Identification

- Qualifications

- Drivers Licence

- Pre-employment medical

- Police Check

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