

Licensing Operations Team Leader

Customer & Community Business Unit

Reporting to Licensing Operations Manager

Position Purpose

To lead the Licensing Operations team at WaterNSW. To deliver exceptional customer service through the provision of accurate, timely and consistent assessment and approval services 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. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Work collaboratively with the A&A leadership team to deliver the successful implementation of policy and procedures that ensure all applications are processed consistently and correctly in line with regulatory requirements and WaterNSW standards and processes.
5. Utilise best practice change management and communicating strategies to effectively lead the team and ensure buy-in of our people for new ways of working.
6. Lead the delivery of a streamlined point of contact for customer enquiries and resolution of issues coming into A&A. This includes ensuring alignment of workflow, advice and knowledge across teams within WNSW.
7. Provide clear knowledge, advice and coaching to licensing operations team to ensure quality outcomes as required by the regulatory framework that ensures WaterNSW always remains compliant
8. Monitor systems and processes to ensure new ways of working and escalations point are adhered to; maintaining quality, accuracy and completeness..

9. Manage workflow and prioritisation of activities for the Licensing Operations team including the administration of approvals, water access licences, dealings and processing of 1st tier applications.
10. Undertake day to day leadership activities to ensure the Water regulation team have clear expectations, metrics, guidelines and support to enable effective performance.
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.
12. Promote and role model a growth mindset and knowledge transfer to support capability uplift within the licensing operations team improving the overall customer service and employee experience at WaterNSW.

Key Challenges

- Lead a regionally dispersed licensing operations team and customer base whilst ensuring focus remains on A&A as 'one team'
- Supporting team members through change in a complex and regulated environment
- Drive the development and performance of the team during a period of significant change in technology, processes and operations.
- Transforming team members thinking to one that is focussed on commerciality, efficiency and prioritising value for the customer

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Customer Experience Team	<ul style="list-style-type: none"> • Collaborate to ensure consistent end to end customer service standards are applied – Knowledge and information Sharing
Legal Team	<ul style="list-style-type: none"> • Receive guidance and provide updates on any key legal issues

Significant External Relationships

Stakeholder	Purpose of Relationship
NRAR	<ul style="list-style-type: none"> • Receive guidance and provide updates on any regulatory issues

DPIE	<ul style="list-style-type: none"> • Collaboration to ensure water sharing rules and principles provide security for both the environment and water users
LRS	<ul style="list-style-type: none"> • Support the Licensing Operations Manager to manage the LRS relationship

Delegations, Financial Accountabilities & Freedom to Act

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

WaterNSW Leadership & Performance Competencies

People	Level	
Coaching and Developing Others	B	<ul style="list-style-type: none"> • Supports individual development in line with career aspirations and business requirements • Challenges others to achieve their full potential • Actively listens to others • Supports others to establish meaningful goals • Asks questions to create awareness and encourage self-directed problem solving
Driving Performance	A	<ul style="list-style-type: none"> • Communicates clear expectations about what is required • Conducts regular one on one meetings to provide regular feedback on work progress • Is quick to initiate constructive conversations in relation to performance • Actively listens to understand before responding • Sets and monitors stretch targets to encourage team to meet and exceed customer expectations

Managing Change	A	<ul style="list-style-type: none"> • Maintains a positive attitude during times of change • Works effectively even when faced with disruption and uncertainty • Supports others during times of change
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Customer	Level	
Customer and Service Responsiveness	B	<ul style="list-style-type: none"> • 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	
Planning and Delivering Results	B	<ul style="list-style-type: none"> • Manages expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles • Implements quality assurance practices to ensure projects and activities are delivered to required standards. • Initiates action without prompting
Analysis and Problem-Solving	C	<ul style="list-style-type: none"> • Takes a broad view when analysing complex and ambiguous situations

		<ul style="list-style-type: none"> • Recognises patterns and draws linkages between data and/or situations • Develops long term solutions that address the root cause of problems and prevent recurrences • Selects and uses problem solving tools appropriate to the problem and the context • Evaluates the effectiveness of implemented solutions
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Technical	Level	
Understand and apply legislative and regulatory Frameworks	C	<ul style="list-style-type: none"> • Provides specialist advice or recommendations to internal and external customers on multiple and complex legislative and regulatory matters • Reviews and communicates legislative, regulatory and policy updates to relevant team members • Completes in-depth analysis to resolve complex legislative and regulatory issues, including seeking legal advice where required to achieve customer and WaterNSW outcomes • Actively mentors and coaches' others as a SME to share knowledge and expertise for guidance and advice
Process Applications and Assessment Requests	D	<ul style="list-style-type: none"> • Expertly present and obtain evidence in challenging contexts, including lengthy, highly significant, sensitive or complex applications • Provide guidance on the organisation or presentation of results in large or complex projects

		<ul style="list-style-type: none"> • Exercises judgement and initiative with customers to meet application and assessment standards • Proactively works to manage challenging stakeholder relationships • Ensures effective policy and procedures are in place for records, information and knowledge management to meet government and organisational requirements
Administration and Reporting	C	<ul style="list-style-type: none"> • Provides progress and result updates, demonstrating accountability by taking action as appropriate • Manages and oversees multiple administrative activities and proactively addresses various stakeholder needs • Tailors communications (verbal, formal and written) as appropriate to customer and determination outcomes • Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies
Technology Adoption	C	<ul style="list-style-type: none"> • Identifies opportunities to use a broad range of technologies to collaborate including system improvements by leveraging capability in one area and applying this to another e.g. process automation • Encourages others to learn and adopt new technologies by role modelling and facilitating training for new employees • Conducts and supports user acceptance testing of system changes and provide feedback as required

		<ul style="list-style-type: none"> • Extracts lessons learned from both successes and failures and contributes to recommended improvements
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Mandatory Candidate Requirements

Qualifications:

- Diploma or Degree in relevant discipline or equivalent industry experience
- Current NSW Drivers Licence

Knowledge:

- Knowledge of regulatory frameworks with the ability to review, interpret and apply legislation in the workplace
- Extensive experience in the use of corporate systems and databases to process requests including the accurate storage and extraction of information

Experience:

- Experience managing teams to deliver quality and accurate service to customers
- Experience communicating complex regulatory requirements to various stakeholders in a simple and easy to understand manner
- Experience making quality and accurate decisions within a regulated environment

Favourable Candidate Requirements

- Leadership and management of regionally dispersed customer service teams
- Exposure to change management principles
- High level skills in quality assurance for data acquisition and data management
- Mapping and Geospatial experience

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical
- Police Check