

Position Description



Water Regulation Specialist

Customer & Community Business Unit

Reporting to Water Regulation Team Leader

Position Purpose

The Water Regulation Specialist is responsible for managing complex customer queries, assessment and approval requests and complaints, whilst supporting and coaching others within the water regulation team to ensure WaterNSW can 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. Review and process complex licence, dealing and approval applications, to meet customer requirements and ensure compliance with legislation and WaterNSW standards, policies and procedures.
4. Provide high level customer service to stakeholders, resolving escalated customer queries and complaints and providing information where required in a timely manner.
5. Provide education, coaching and support to stakeholders to improve A&A standards of service provision.
6. Support legal activities including reviewing, finalising, and submitting necessary documentation and attending court proceedings where required.
7. Ensure objections are managed effectively to ensure compliance with regulatory requirements.
8. Prepare regular reporting as required to monitor and provide insights into the processing of applications. Ensure where possible, applications meet or exceed WNSW customer service standards.

9. Work collaboratively with the A&A team to support effective change management processes and leverage technology to improve performance standards and embed new ways of working in assessments and approvals.
10. Provide input and proactive advice in the development and implementation of continuous improvement initiatives across the A&A team.
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. 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

- 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	<ul style="list-style-type: none"> Collaborate to ensure consistent end to end customer service standards are applied – Knowledge and information Sharing
Legal	<ul style="list-style-type: none"> Receive guidance and provide updates on any key 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

Floodplain Engineer	<ul style="list-style-type: none"> Receive guidance to ensure technical assessments are in accordance with regulatory responsibilities
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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	
Communicating with Influence	C	<ul style="list-style-type: none"> Generates interest in complex ideas and concepts Builds support by taking the time to educate and consult others Uses storytelling effectively to meaningfully convey key message
Awareness & Personal Resilience	C	<ul style="list-style-type: none"> Remains optimistic and focused in the face of setbacks; keeping disruptive emotions and impulses in check Coaches others through uncertainty with a view to making the most of adversity Monitors how others are managing stress and provides constructive support Effectively balances own workload with the need to support others when the situation demands

Customer	Level	
Collaboration & engagement with customers & Stakeholders	B	<ul style="list-style-type: none"> Builds and maintains relationships with individuals from other work groups to accomplish shared goals Adapts approach to meet the needs of a broad range of customers and stakeholders

Customer & 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
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Business	Level	
Analysis & Problem Solving	B	<ul style="list-style-type: none"> • Defines the extent and cause of the problem through observation and investigation • Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions. • Considers all possible solutions and seeks input from subject matter experts where appropriate • Takes necessary action to implement the identified solution
Planning & Delivery 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

Technical	Level	
Understand and Apply Legislative & Regulatory Frameworks	B	<ul style="list-style-type: none"> • Undertakes detailed analysis of legislative and regulatory framework and provide appropriate responses and recommendations to all relevant stakeholders in line with standard procedures, rules and training • Keeps up to date with relevant regulatory, legislative and standard updates to ensure liaison, advice and consultation with stakeholders is current, clear, accurate, consistent and valid • Displays attention to detail when reviewing and applying the; applicable legal system, relevant sources of law and operation of precedent to legal research tasks
Process Applications & Assessment Requests	B	<ul style="list-style-type: none"> • Advises on the evidence supplied for applications and develops a logical and effective plan for a determination in line with regulatory requirements, WaterNSW standards and processes • Tailors verbal and written communications to effectively influence and educate customers and relevant stakeholders to deliver quality assessment outcomes • Applies problem solving techniques and effective communication to resolve customer issues, objections, complaints or conflict for each application
Administration & Reporting	B	<ul style="list-style-type: none"> • Prepares, presents and maintains documents and reports using relevant technology software and programs • Provides guidance and advice to others to relation to administrative activities to ensure quality outcomes for stakeholders

		<ul style="list-style-type: none"> • Follows policies and procedures to complete complex administrative tasks and meet service standards, regulatory and auditing requirements • Displays an attention to detail to navigate and complete multiple administrative support activities simultaneously • Seeks opportunities for continuous improvement with administrative, reporting and evidence recording tasks • Reviews documents and report updates for accuracy, consistency and completeness
Technology Adoption	B	<ul style="list-style-type: none"> • Interacts directly with technical resources to explain issues and provide business requirements and concepts • Seeks out continuous learning and growth opportunities by embracing new technologies to improve individual, business and customer and WaterNSW outcomes • Responds appropriately to challenges, issues and opportunities by using initiative and follows relevant processes and guidelines • Supports the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Mandatory Candidate Requirements

Qualifications:

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

Knowledge:

- Knowledge of regulatory frameworks, including how to review, interpret and apply legislation within the workplace
- Knowledge of best practice customer service principles

Experience:

- Extensive experience working within a regulated environment to process customer applications
- Extensive experience in the use of corporate systems and databases to process requests including the accurate storage and extraction of information to meet audit requirements
- Excellent customer service skills and experience to respond to customer enquiries and resolving customer conflict, in an appropriate manner.
- Problem solving in a regulatory context
- Mapping and Geo Spatial experience

Favourable Candidate Requirements

- Awareness of natural resource management and relevant legislation and regulatory frameworks
- Experience in the assessment and resolution of licensing issues and knowledge of applying regulatory frameworks.
- Experience resolving complex and contentious customer matters to ensure effective outcomes

Pre-Employment Checks Required

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

