

Role Description

Licensing Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Better Regulation Division/Liquor and Gaming NSW/Regulatory Operations/Licensing
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	June 2017

Primary purpose of the role

Responsible for assessing licence applications for designated regulated sectors (liquor, gaming, racing wagering and/or the casino) in a timely, impartial manner in accordance with legislation, policies and procedures. The role also provides timely, accurate information and support to customers and other stakeholders on licensing and related matters.

Key accountabilities

- Undertake a range of activities necessary to effectively assess and determine designated licensing applications/renewals/variations and related approvals/authorisations in a timely and impartial manner, in accordance with delegation, relevant legislation, policies and procedures
- Provide timely, accurate information and support to customers and other stakeholders on licensing and related matters
- Escalate and as required contribute to addressing more complex enquiries, licensing applications/renewals/variations or related approvals/authorisations
- Prepare and/or contribute to the preparation of timely and accurate internal and external reports, correspondence, briefings and submissions relevant to licensing activities
- Maintain accurate and timely records and systems necessary to ensuring the efficient flow of work and reporting of licensing activities
- Contribute to initiatives to identify and progress opportunities to improve service delivery, facilitate stakeholder confidence and optimise compliance

Key challenges

- Assessing and determining designated licensing applications/renewals/variations and related approvals in an effective, efficient and impartial manner, given the high volume, sensitive and regulatory nature of the work
- Managing potentially conflicting priorities of stakeholders, and helping to resolve contentious issues
- Interpreting and ensuring the correct application of legislation, policies and procedures

Key relationships

Who	Why
Internal	
Coordinator /Manager	<ul style="list-style-type: none">• Consult, support, receive direction, provide updates/information• Escalate and assist to resolve difficult or complex issues as required
Work Team	<ul style="list-style-type: none">• Support team members and work collaboratively to achieve business outcomes• Participate in meetings to share information and provide input on work
External	
Customers, including applicants and agents	<ul style="list-style-type: none">• Provide information, support and seek to constructively resolve relevant issues
Other Government and industry representatives, and other stakeholders	<ul style="list-style-type: none">• Collaborate in relation to licensing applications and related matters, provide information, increase awareness of requirements

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Coordinator/Manager and refers to the Coordinator/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Coordinator /Manager

Direct reports

Nil

Budget/Expenditure

As per Customer Service Delegations

Essential requirements

- Appointment and ongoing assignment is subject to the satisfactory participation in mandatory pre-employment and ongoing probity screening, in accordance with the L&GNSW Probity Framework.

Key knowledge and experience

- Demonstrated experience in a high volume regulatory/licensing environment

Capabilities for the role



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.



FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond appropriately Work through challenges Remain calm and focused in challenging situations 	Intermediate
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct Recognise and report misconduct and illegal and inappropriate behaviour Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs 	Intermediate

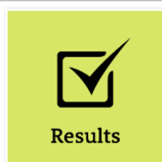
		<ul style="list-style-type: none"> Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational



Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
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Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational