

# Job and Person Specification

<b>Title of Role:</b>	Senior Licensing Officer	<b>Remuneration Level:</b>	ASO3
<b>Section:</b>	Education	<b>Type of Appointment:</b>	Term
<b>Business Unit:</b>	SafeWork SA	<b>Position Number:</b>	P26547

## Job and Person Specification Approval



.....24/ 07/ 2023

DELEGATE

## SafeWork SA

SafeWork SA (SWSA) is responsible for providing work, health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work, health and safety, and public safety standards are met and appropriate action is taken when breaches of laws are detected. We also assist organisations to comply through workplace advisory services.

## SafeWork SA Values

- Professionalism
- Respect
- Integrity
- Service

## Primary Purpose

The Senior Licensing Officer is responsible for providing high level advice and information to internal and external SafeWork SA clients in relation to licensing and authorisations. This position assists in the implementation of systems and procedures to ensure quality outcomes in the delivery of licensing services in SafeWork SA.

## Reporting Relationships

Reports to: Team Leader, Licensing



### **Key Relationships/Interactions**

- Staff in the Customer Services Team
- Staff in all areas of SafeWork SA
- Customers requiring SafeWork SA's services
- SafeWork SA's service providers
- Staff in other regulators

### **Key Challenges**

- Providing continuity of service to SafeWork SA's customers
- Completing large volumes of work and dealing with competing deadlines
- Completing work accurately and in a timely manner
- Providing sound information and advice, and making good quality decisions, in accordance with legislation, operational policies and procedures

### **Special Employment Conditions**

- Engagement in this role is subject to a satisfactory Department of Human Services General Employment Probity Check. A renewal will be required every three years
- Must be prepared to work during SafeWork SA's customer service hours
- Must be willing to complete a Baseline Security Clearance Assessment

### **AGD Conditions**

- Participation in bi-annual performance review and development.
- Actively participate in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures; and
- Employment is dependent upon a General Employment Probity Screening clearances that the AGD finds satisfactory.
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.



## Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include

- Flexitime
- Part time
- Job Sharing
- Compressed Hours
- Work from home or telework arrangements
- Remote working arrangements

## Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Senior Licensing Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<b>Customer service</b>	<ul style="list-style-type: none"><li>• Assist with complex licence applications and enquiries</li><li>• Provide high quality and consistent information, advice and assistance to SafeWork SA's customers</li><li>• Assist staff within SafeWork SA on licensing and authorisations matters</li><li>• Create and maintain accurate client files and relevant databases</li><li>• Assess applications to determine whether they meet legislative and policy requirements</li><li>• Audit licence applications and make recommendations for approval</li><li>• Prepare client correspondence using research and sound judgement</li><li>• Make recommendations to delegates in relation to client applications</li></ul>	<ul style="list-style-type: none"><li>• Accurate and timely advice is provided</li><li>• Team KPIs are met</li><li>• Records are completed with all available information</li><li>• Accurate and up-to-date records are maintained in accordance with legislative requirements and agency procedures</li><li>• Licences and authorisations are issued correctly and in accordance with procedures</li><li>• Fewer complaints and more compliments from customers</li><li>• Customers and stakeholders are well-informed</li></ul>
<b>Resource management</b>	<ul style="list-style-type: none"><li>• Foster and maintain strong and effective working relationships with team members and other SafeWork SA staff</li><li>• Work collaboratively with other team members to prioritise workloads and achieve team outcomes</li><li>• Assist members in the team as required</li></ul>	<ul style="list-style-type: none"><li>• Positive relationships formed within and external to team</li><li>• Applications are processed and approved in a timely manner</li><li>• Team KPIs are met</li><li>• Staff receive advice and guidance to perform their duties in a consistent manner, in accordance with standard procedures</li></ul>



	<ul style="list-style-type: none"> <li>• Assist with the development of other team members by sharing expertise and providing advice and guidance.</li> <li>• Maintain customer resources, including information relating to licensing and authorisations on SWSA website</li> </ul>	
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Efficient processing of accounts, receipting of incoming money and banking reconciliations</li> <li>• Provide a broad range of other general licensing and administrative duties as required, including the use of Basware and Trumps, DS searches, liquidations and the provision of HR support</li> <li>• Provide assistance to internal and external customers on the use of SWSA portals</li> </ul>	<ul style="list-style-type: none"> <li>• Administrative work is of a high standard</li> <li>• Regulatory fees are receipted in a timely manner and in accordance with standard procedures</li> <li>• Financial records are accurate and up-to-date</li> </ul>
<b>Contribute to Culture</b>	<ul style="list-style-type: none"> <li>• Actively participate and contribute to responsible and safe work practices;</li> <li>• Embrace diversity and cultural differences in the workplace.</li> <li>• Contributing to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.</li> </ul>	<ul style="list-style-type: none"> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered;</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> <li>• Individual differences are encouraged and accommodated in the workplace.</li> </ul>



## Technical Expertise

### Qualifications, Skills, Knowledge and Experience relevant to the role

<p><b>Technical Expertise (Essential)</b></p>	<ul style="list-style-type: none"> <li>• Proven ability to work as a productive member of a team</li> <li>• Demonstrated ability to communicate effectively with a diverse range of internal and external clients</li> <li>• Proven ability to interpret legislation</li> <li>• Demonstrated ability to identify and evaluate client needs to provide optimum service</li> <li>• Demonstrated experience in data entry in an environment of heavy work-loads and difficult requests.</li> <li>• Proven effective time and workload management skills</li> <li>• Proven ability in using the Microsoft Office suite of products</li> <li>• An awareness of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.</li> <li>• An understanding of the legislative requirements of the Work Health and Safety Act 2012.</li> <li>• An awareness of and ability to work to the spirit and principles of AS/NZS ISO 31000 Risk Management.</li> </ul>
<p><b>Technical Expertise (Desirable)</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated experience assisting with the development and implementation of audit or education strategies</li> <li>• Demonstrated experience using electronic information databases</li> <li>• Knowledge of auditing processes and methodologies</li> <li>• Knowledge of relevant legislation associated with licensing and authorisations, including associate legislation (e.g. environmental protection, training and development, transport, state and national security)</li> <li>• Demonstrated knowledge and experience applying health promotion principles and practice, particularly in the work health, safety and wellbeing spheres.</li> </ul>

## Behavioural Capabilities

The Performance Matrix describes the behaviours expected of SWSA employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Senior Licensing Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

	<b>Strategic Focus</b>	<b>Results Orientation</b>	<b>Service Delivery Excellence</b>	<b>Relationship Management</b>	<b>Professional Approach and Drive</b>
<b>Strategic</b>	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
<b>Tactical</b>	Promotes Strategic	Achieves Team Results	Delivers Business Excellence	Establish Relationships	Models Personal Drive and Professionalism



	Thinking and Change			and Engages Others	
<b>Operational</b>	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
<b>Foundational</b>	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
<b>Strategic Focus (Foundational)</b>	<ul style="list-style-type: none"> <li>• <b>Is flexible to changing priorities</b></li> <li>• Recognises how own work impacts on others</li> <li>• <b>Knows how own work contributes to goals and plans</b></li> <li>• Identifies risks within own work practices</li> <li>• Is open to change and new approaches</li> </ul>
<b>Results Orientation (Foundational)</b>	<ul style="list-style-type: none"> <li>• <b>Pays attention to detail to ensure quality results</b></li> <li>• <b>Follows due process to achieve outcomes</b></li> <li>• <b>Identifies solutions which are practical and achievable</b></li> <li>• Delivers results by agreed timeframes</li> <li>• Reorganises work when priorities change</li> </ul>
<b>Service Delivery Excellence (Operational)</b>	<ul style="list-style-type: none"> <li>• <b>Identifies and delivers high quality internal and external customer service</b></li> <li>• <b>Effectively manages their own performance, managing(or influencing) the wider team performance</b></li> <li>• Utilises available internal and external resources for optimal outcomes.</li> <li>• Contributes to a culture of financial responsibility, accountability and awareness</li> <li>• Identifies and raises awareness of trends, potential problems and opportunities</li> </ul>
<b>Relationship Management (Operational)</b>	<ul style="list-style-type: none"> <li>• <b>Develops effective working relationships and internal networks</b></li> <li>• <b>Shares information and knowledge as appropriate</b></li> <li>• Effectively manages conflict and escalates when appropriate</li> <li>• Takes into account the situation and audience</li> <li>• Actively listens and communicates clearly</li> </ul>
<b>Professional Approach and Drive (Foundational)</b>	<ul style="list-style-type: none"> <li>• <b>Contributes to a culture of respect and high ethical standards</b></li> <li>• <b>Identifies risks and takes appropriate action</b></li> <li>• Appropriately expresses own views and is respectful of the views of others</li> <li>• Maintains strict confidentiality of information</li> <li>• Remains positive and recovers quickly from setbacks</li> </ul>



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