

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Water Licensing Officer

Division: Water and River Murray

Classification Level: ASO3

Branch/Unit: Water Licensing/All CSRD Teams

CHRIS Position Number: GENERIC

Reports to (Title): Team Leader

About the Agency – [Department for Environment and Water](#)

About the Role

The Water Licensing Officer is responsible for the effective administration of the licensing and permit provisions of relevant legislation, regulations, plans, policies and procedures. The Water Licensing Officer is responsible for processing, making determinations and providing recommendations regarding the eligibility of applications, the provision of timely and accurate information and advice to departmental customers and ensuring the objectives of the units work and business plans are achieved. The position also provides information and advice on the administration of the *Landscape South Australia Act 2019*, regulations and associated water management plans or policies to internal and external customers.

Key Role Outcomes

- Licensing provisions of the *Landscape South Australia Act 2019* are administered effectively.
- Applications for water licences, transfers, authorisations and permits are processed, and determinations and recommendations of the appropriate course of action provided.
- Provides information and advice on the administration of the *Landscape South Australia Act 2019*, regulations and associated management plans, is provided to internal and external customers.
- Water Licensing records are maintained within set standards.
- Contributes to the achievement of team and organisational objectives.

Essential Criteria (including qualifications)

[Must be addressed by candidates in written application letter (max 3 pages) in addition to CV unless advertisement advises otherwise]

- Prioritises workload and allocates time appropriately.
- Is able to accurately, clearly and concisely compose documents such as letters, memos and records minutes.
- High-level experience in customer service with the ability to investigate, analyse information, maintain confidentiality and make recommendations.
- Experience in interpreting and applying legislation, policy, guidelines and procedures.
- Experience in word processing and database management.

Key Relationships/Interactions

- Liaises with a variety of internal and external stakeholders
 - Maintains close working relationships with other officers of the Group
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Special Conditions

- May be required to participate in emergency preparedness, response and recovery activities required by government agencies.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia without restrictions.
- This role has been identified as a:

Position of trust ☒

Prescribed position ☐

Not applicable ☐

The following screening check(s) is/are required:

- You will be required to provide a valid Nationally Coordinated Criminal History Check prior to being employed, which is required to be renewed every three years before expiry. DEW will cover the cost of renewal.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	• Thinking and Acting Strategically • Leading and Influencing Change	• Raises potential options for consideration arising from research analysis. • Can identify and articulate potential issues and implications. • Communicates change positively and with commitment.
Achieves Results	• Assuming Accountability • Making Decisions	• Establishes own credibility by demonstrating personal competence, and technical expertise. • Willingly accepts responsibility for own work. • Knows when to seek further information, clarify issues or involve others in the decision making process. • Ensures decisions taken abide by relevant legislations, regulations and policies.
Drives Business Excellence	• Optimising Performance • Promoting Customer Service	• Works collaboratively with team members to achieve team and individual goals. • Takes considerable effort to understand and respond to the requirements of diverse customers.
Forges Relationships and Engages Others	• Establishing and Maintaining Networks	• Works well with others and is effective in collaborating with colleagues across the Agency.

	Communicating and Managing Conflict	- Builds trust in relationships through maintaining confidentially and 'following through'. - Presents information clearly in writing and verbally, in a way that is suited to staff at all levels.
Exemplifies Personal Drive and Professionalism	Displaying Flexibility and Resilience	- Is flexible in handling changing priorities. - Presents a positive and composed manner even in stressful situations.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

Date Delegate approved original classification:	29/11/2018	Original Class method:	Full
Updated:	RD Update only	Date this version approved by delegate:	19/06/2026