

## Position Description

# Licensing Officer



<b>Classification band:</b>	Band 3
<b>Position number:</b>	
<b>Business unit:</b>	Specialists, Programs and Licensing
<b>Division:</b>	Health and Safety
<b>Employment type:</b>	Fixed term position (until 21 January 2021)
<b>Position reports to:</b>	Team Leader – Licensing
<b>Direct reports:</b>	N/A
<b>Work location:</b>	<b>Headquarters</b> This role is based at WorkSafe headquarters, located at 1 Malop St, Geelong

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At **WorkSafe** we're dedicated to supporting all Victorians to be healthy and safe at work and to recover from any workplace injury or illness as quickly as possible. Our Passion for safety and wellbeing is what unites us.

Our organisation is undergoing major transformation, with relocation of our Headquarters to Geelong and implementation of **WorkSafe 2030**. As we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community.

Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. **We make WorkSafe.**

### Our Values

The work we do is important because we impact upon many people's lives, everyday. We have responsibility to ensure that our values guide us in everything we do.

- ◆ Constructive in the way we provide information, advice and service
- ◆ Accountable for what we do and what we say. We live up to our promises
- ◆ Transparent in the way we work, our environment is open and honest
- ◆ Effective by working collaboratively to deliver high quality services
- ◆ Caring by showing empathy in our dealings with everyone we work with

### Purpose

The Licensing team is responsible for the issue and renewal of Licences under the Occupational Health and Safety Act and Dangerous Goods Act.

The Licensing Officer provides operational support and service through the administration of a range of licensing procedures for a limited number of permission types.

The Licensing Officer needs to appropriately apply legislation when assessing applications to ensure that they are compliant. They also need to ensure the accuracy of any decisions or information that they provide.

### **Key accountabilities**

- ✦ Assess and process high volume and administrative type licensing and registration applications such as, but not limited to, High Risk Work (HRW)
- ✦ Provide accurate and timely information and advice to stakeholder issues via phone, face to face or written communications
- ✦ Perform a diverse range of Branch administrative tasks supporting the licensing function including mail processing, filing, archiving and refunds.
- ✦ Ensure all completed work complies with approved procedures.
- ✦ Develop and maintain knowledge, techniques and skills to deliver a high quality service
- ✦ Refer and escalate complex issues, complaints and permission type tasks to Senior Licensing Officers for processing and resolution
- ✦ Comply with the WorkSafe's OHS policy and procedures and legislative requirements
- ✦ Any other reasonable and related duties as required to meet the ongoing needs of WorkSafe

### **Key relationships**

- External stakeholders, in particular licensing customers.
- Health & Safety technical resources.
- Advisory team members.

## Requirements of the position

### Skills and experience

- ✦ Well-developed time management, organisational skills and excellent attention to detail.
- ✦ Strong customer service focus and ability to liaise on a professional level with a diverse client/stakeholder groups
- ✦ Demonstrated ability to manage regular workload with minimal supervision.
- ✦ Demonstrated ability to work as part of a team
- ✦ Demonstrated ability and willingness to absorb knowledge and learn new skills.
- ✦ Good verbal and written communication skills.
- ✦ Working knowledge of Excel and Word.
- ✦ Good keyboard skills with demonstrated experience in operation of screen-based data management systems.
- ✦ Demonstrated ability to liaise on a professional level with a diverse client/stakeholder group.
- ✦ Experience in a similar role undertaking administrative tasks/processing forms/accurate data entry.

### Attributes and approach

- ✦ Flexible
- ✦ Resilient
- ✦ Capability Criteria
- ✦ Committed

Stakeholder Engagement – Communicate and engage effectively with all stakeholders and develop strong relationships

Client Centricity – Hold the client at the core of all activities and decisions to deliver quality services, experiences and outcomes

Adapting to Change – Identify and understand the value of change. Demonstrate resilience and a positive and proactive attitude towards change

Problem Solving - Apply critical thinking to solve problems, explain root causes and evaluate solutions

Data & Information Analysis - Analyse and interpret information to deliver valuable insights

Solutions & Insights - Ability to collect, transform and model data with the goal of discovering the required information.