



Job Description Form

Administration Officer – Licensing

Position Number:	3065179	Portfolio:	Approvals
Classification:	Level 3	Reports to:	Senior Manager Waste Industries, Specified Calling Level 5
Location:	Joondalup	Direct Reports:	Nil

Description

The Administration Officer undertakes functions for the effective delivery of the regulatory functions of the Statewide Delivery-Environment division. The position is responsible for consolidating and coordinating the handling and bringing into workflow incoming regulatory information, reports and inquiries, liaison with regulated stakeholders, maintaining the update of parallel systems, reporting and resolution of operational issues impacting key workload and efficiency indicators for the Statewide Delivery-Environment division; also being the primary lead on work handling and system issues, and providing general coordinating support for the Director Statewide Delivery-Environment.

Responsibilities

In context of above description, the role:

- Leading administrative support for the licensing function in the Statewide Delivery Environment.
- Effective utilization of computerized licensing and workflow management systems and databases, including Departmental information management systems, to deliver a high quality of service to industry.
- Auditing of applications, payment receipts, advertising and discrepancies in the databases including contributing and assisting with the cleansing and preservation of records management data.
- Advertising of applications and granted instruments on the department's website in accordance with the statutory requirements of the *Environmental Protection Act 1986*.
- Input into the preparation of commentary for monthly, quarterly and annual performance reporting from the Statewide Delivery Environment Division.
- Providing quality and timely customer service.
- Assisting in the administration of licences, works approvals, and the processing of applications.
- Technical liaison and problem solving – Statewide Delivery-Environment and Information Services branch.
- The development, maintenance and sharing of expertise to improve administration processes and build capability throughout the division.
- Build strong inter-branch relationships using appropriate communication, liaison, and negotiation and networking skills to gain consensus from others and resolve issues to achieve desired outcomes for the Directorate.
- Work collaboratively and effectively with a diverse team of professionals, manage stakeholder engagement and manage and develop self.
- Actively participating in team meetings and team development/Directorate activities.
- Undertakes additional duties as required within the skills and scope of the position capabilities and departmental needs.



Our people, our leaders, our values

At DWER, every employee is a leader. To support this, we have established clear [Leadership Expectations](#). For this role, you will be a [Personal Leader](#). Demonstrating the expected behaviours is crucial and aligned with the role's requirements.

Our culture is shaped by our [values](#). All employees are expected to uphold equity, diversity and inclusion, work health and safety, and ethical principles in all aspects of their work. This includes demonstrating cultural responsiveness by valuing diverse perspectives and contributing to culturally safe, inclusive, and trusted services – particularly for Aboriginal people and communities.

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Work Related Requirements

Read these requirements in context of the above contents.

Essential

1. You have demonstrated strong administrative skills, providing efficient and effective support in fast-paced office environments, ensuring tasks are completed accurately and on time (*you deliver on high leverage areas*).
2. You have applied sound computer literacy, using Microsoft Office applications—such as Word for document formatting, Excel for data management, and Outlook for communication—to produce high-quality business documents, and you have strong aptitude in learning to use, in problem solving and in leading others in their use of new business systems (*you think through complexity*).
3. You have demonstrated ability to conceptualise, analyse and evaluate information to develop practical solutions and make informed decisions (*you think through complexity*).
4. You have used your strong organisational skills to manage competing priorities and meet tight deadlines, consistently delivering outputs to required standards and timeframes (*you deliver on high leverage areas*).
5. You have demonstrated ability to communicate effectively with internal and external stakeholders including the ability to gain consensus and commitment from others and resolve issues and conflict (*you dynamically sense the environment*).
6. You have proven ability to work collaboratively and build relationships with a diverse team of professionals to enable cohesive processes across branches (*you lead collectively*).

Special Requirements

- The department will conduct a national police check before offering employment.