



## Job Description Form

### Regulatory Operations Officer

Position Number:	100285	Portfolio:	Approvals
Classification:	Level 3	Reports to:	Manager Environmental Watch, L7
Location:	Joondalup	Direct Reports:	Nil

### Description

*The Regulatory Operations Officer provides efficient and effective administrative and operational support to the Environment Watch Team, which is responsible for statewide service delivery and complaint management relating to environmental protection, resource management, and public health.*

*The position is part of the initial contact team dealing with telephone and electronic reports, complaints and other public enquiries lodged through the Environment WAch service. The role also contributes to the timely identification of environmental threats, supports trend analysis, and assists in implementing responsive actions to address environmental challenges..*

### Responsibilities

*In context of above description, the role:*

- Provides a range of administrative and support services in line with agreed standards and timeframes to support the effective operation of the Environment Watch team.
- Captures and characterises telephone and electronic enquiries in accordance with established processes and procedures.
- Maintains records systems, database and related information services to enable the efficient and timely access to information by the Environment Watch team.
- Provides timely and quality advice and outcomes to internal and external stakeholders whilst maintaining a high level of customer service.
- Contributes to the timely identification of environmental threats, supports trend analysis, and assists in implementing responsive actions to address environmental challenges.
- Applies policies, procedures, and systems to support environmental management outcomes.
- Refers reported incidents to local government and/or another State and Australian Government agency for actioning when a matter is outside of DWER’s legislative jurisdiction.
- Supports and mentors colleagues, shares expertise to improve knowledge, and builds capability within the team and throughout DWER.
- 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.

**We serve to make a difference | We build trust | We care | Open minds | Better together**



## Work Related Requirements

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Read these requirements in context of the above contents.

1. You have the ability to independently conceptualise, analyse, and evaluate complex information, using sound judgement to develop practical solutions and make informed decisions in a dynamic work environment (*You think through complexity*).
2. You can interpret and apply policy and procedures with discretion, providing advice and support that contributes to the delivery of government and DWER objectives (*You embody the spirit of public service*).
3. You have the ability to prepare accurate, well-structured reports and written material, ensuring information is complete, fit-for-purpose, and delivered within required timeframes (*You deliver on high-leverage areas*).
4. You can communicate effectively and confidently with internal and external stakeholders, using negotiation and problem-solving skills to gain consensus, resolve issues and conflicts, and support positive outcomes (*You deliver on high-leverage areas*).
5. You can work autonomously and collaboratively within a team, contributing to planning, adapting to changing priorities, and supporting the achievement of team and organisational goals (*You lead collectively*).
6. You can deliver high-quality customer service in complex, sensitive, or emotive situations, applying judgement and resilience to manage interactions professionally and de-escalate issues where required (*You dynamically sense the environment*).

## Special Requirements

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