

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title	Water Regulation Officer – WaterNSW EA Grade 4
Business or Service Unit	Customer & Community
Position Manager	Water Regulation Manager
Position Location	Various

2. POSITION PURPOSE

Provide information and services to customers, employees and stakeholders to improve understanding of the regulatory framework for water and enable customers to secure and manage their water access licences and approvals in a manner consistent with legislation and WaterNSW standards and put safety first.

KEY ACCOUNTABILITIES

- 1) Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.
- 2) Provide information to customers, employees and stakeholders to improve understanding of the regulatory requirements and options for securing water access licences and approvals within the legislative framework and promoting equitable water resource sharing.
- 3) Accept, receipt, assess, inspect (where required) and process non-complex water access licence applications, dealings and approval applications to meet customer requirements in line with legislation and WaterNSW standards.
- 4) Undertake approval maintenance including land events, extensions, WAL transfers, respond to enquiries to meet customer requirements in line with legislation and WaterNSW standards.
- 5) Provide accurate and timely business and administrative support functions to managers and staff including processing of incoming and outgoing correspondence, receipting and banking of monies, processing refunds as required, maintaining stationery and office supplies, and arranging equipment servicing.

3. SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE PRIMARY CONTACT

- Stakeholder groups and local government, state and commonwealth agencies.

4. AUTHORITY LIMITS

- As per Standing Delegations instrument from time to time.

RECRUITMENT GUIDE: WATER REGULATION OFFICER

1. KEY COMPETENCIES

Individual Contributor	Team Leader	Manager	Executive
<p>Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.</p>	<p>Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.</p>	<p>Strategic Decision Making Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.</p>	<p>Establishing Strategic Direction Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, and organizational values.</p>
	<p>Developing Others Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.</p>	<p>Coaching Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.</p>	<p>Coaching and Developing Others Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.</p>
<p>Active Learning Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information.</p>	<p>Selecting Talent Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.</p>	<p>Selecting Talent Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.</p>	<p>Building Organisational Talent Establishing systems and processes to attract, develop, engage, and retain talented individuals; creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future business challenges.</p>
<p>Personal Growth Orientation Actively pursuing development experiences to improve interpersonal and business impact.</p>			
	<p>Delegating responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.</p>	<p>Delegating Responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.</p>	<p>Empowerment and Delegation Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit's strategic priorities.</p>
	<p>Leading Through Vision and Values Keeping the organization's vision and values at the forefront of associate decision making and action.</p>	<p>Selling the Vision Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.</p>	<p>Selling the Vision Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.</p>
<p>Work Standards Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.</p>	<p>Driving for Results Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.</p>	<p>Driving for Results Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.</p>	<p>Passion for Results Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.</p>
<p>Managing work Effectively managing one's time and resources to ensure that work is completed efficiently.</p>	<p>Planning and Organising Establishing courses of action for self and others to ensure that work is completed efficiently.</p>	<p>Driving Execution Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.</p>	<p>Driving Execution Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.</p>
<p>Adaptability Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.</p>	<p>Facilitating Change Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.</p>	<p>Leading Change Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.</p>	<p>Leading Change Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.</p>

5. MANDATORY KNOWLEDGE AND EXPERIENCE

- Experience in customer service
- Awareness of legislative requirements and regulatory frameworks
- Use of corporate systems and databases for the accurate storage and extraction of information
- A current drivers licence

6. EXPERIENCE AND QUALIFICATIONS THAT WILL BE VIEWED FAVOURABLY

- Certificate III in business or related discipline or equivalent experience
- Use of corporate systems to generate maps and other spatial and client data
- Problem solving in a regulatory context

7. KEY CHALLENGES

- Prioritising workloads in accordance with changing and significant climatic conditions
- To improve customer knowledge, awareness and obligations associated with water management
- Building networks and forming the right connections across WaterNSW to ensure delivery of water regulation service