



LICENSING AND COMPLIANCE OFFICER

JOB & PERSON SPECIFICATION

APRIL 2019



Position Description

Licensing and Compliance Officer

Purpose of Position

The Licensing and Compliance Officer assists in compliance and licensing functions across the industries regulated by the Commission. This includes a range of activities that contribute to the Commission's compliance and enforcement program to ensure the integrity of the compliance framework. The Licensing and Compliance Officer is also responsible for contributing to the achievement of the objectives of the Commission through the conduct of research, preparation of advice and participation in activities associated with the regulation of designated industries and the Retailer Energy Efficiency Scheme.

Reporting Relationships

This position:

- ▶ Reports to the Manager, Licensing and Compliance.
- ▶ Works closely with other staff members of the Commission.
- ▶ Maintains professional working relationships with a range of external stakeholders including other jurisdictional regulatory staff and regulated industry staff.

Organisation Background

The Essential Services Commission is a statutory authority established as an independent economic regulator and advisory body under the Essential Services Commission Act 2002.

The Commission's primary objective is the protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services.

The Commission regulates the provision of essential services in the water and sewerage, electricity, gas, ports and rail industries, conducts formal public inquiries and provides advice to Government on economic and regulatory matters.

The Licensing, Monitoring and Reporting group keeps regulated businesses accountable by monitoring and reporting on service standards, licence requirements and the Retailer Energy Efficiency Scheme.

The Commission is committed to providing thought leadership in economic regulation and regulatory policy and undertakes extensive stakeholder engagement to inform its work.

Special Conditions

- ▶ Some out of hours work may be required in order to meet critical deadlines.
- ▶ Some interstate or intrastate travel may be required.

Key Accountabilities

Licensing and Compliance

- ▶ Assisting with the assessment of licence applications and performance information, including the preparation of recommendations and written reports in relation to the assessments undertaken.
- ▶ Assisting with the assessment of compliance reports, compliance incidents and investigations, including the preparation of recommendations and written reports in relation to assessments and investigations.
- ▶ Assist with audits and the preparation of audit and investigation reports including reviewing results and recommending actions to the Leadership Team and Commissioners.
- ▶ Contributing to the ongoing review of codes, licence conditions, licence exemptions, rules, guidelines and other regulatory arrangements.
- ▶ Assisting with the implementation and administration of the Commission's regulatory frameworks.
- ▶ Developing and maintaining relevant intranet and website resources.
- ▶ Liaising with licensees, consumers, regulatory bodies and other stakeholders as required.
- ▶ Undertaking research tasks including data collection, management and analysis for the Licensing, Monitoring and Reporting group (including the provision of a project support service) with the aim of assisting the effective and efficient operations of group projects by:
 - preparing, or assisting in the preparation of, written reports, proposals, briefs and correspondence for the group concerning matters associated with regulated industries;
 - monitoring and reporting on the status and progress of projects as required
 - assisting with the conduct of major projects as required;
 - assisting with the administration of the Commission's reporting and compliance responsibilities, and;
 - providing administrative support to project groups including updating of project plans, preparing agendas and minute taking for various meetings.

General

Contribute towards the achievement of the Commission's strategic direction by:

- ▶ adhering to standards of behavior consistent with the Commission's values and demonstrating these behaviors.
- ▶ contributing to an environment which facilitates collaborative and productive teamwork, and learning and professional development.
- ▶ contributing to the ongoing development of the Commission's corporate objectives and actively participating in the development, implementation and monitoring of the Strategic Plan and Performance Plan.
- ▶ developing strong positive relationships and demonstrating effective communication within the Commission and with outside stakeholders.
- ▶ building and maintaining effective working relationships within the Commission and with external stakeholders, including regulated businesses, consumers and their representative organisations, other regulators and government agencies, and
- ▶ enhancing the Commission's performance by implementing process improvement through technology and change practices.

Contribute to the WH&S of the Commission and a strong culture of safety by demonstrating safe working practices and adhering to WH&S legislation, regulation, policies and practices.

Contribute to the effective operation of the Commission's Corporate Governance Framework by complying with all corporate policies and procedures which includes keeping accurate and complete corporate records.

Undertake other tasks as directed.

Essential Minimum Requirements

(those characteristics considered absolutely necessary)

Personal Abilities/Aptitudes/Skills

- ▶ Demonstrated ability to communicate effectively, both verbally and in writing, in a clear, concise and logical manner.
- ▶ Demonstrated ability to work collaboratively in a team environment and contribute to a culture of team work.
- ▶ Ability to work with limited direction, cope with high volumes of work, deal with competing demands, meet strict deadlines and organise activities to provide efficient services.
- ▶ Proven ability to take initiative, use judgement, formulate creative solutions, and to undertake a innovate approach to work.
- ▶ Ability to liaise effectively, including consultation and negotiation, with a range of stakeholders, to facilitate their cooperation and support to achieve desired outcomes and to establish and maintain effective relationships.

Experience

- ▶ Experience conducting compliance investigations.
- ▶ Demonstrated experience in the conduct of research and preparation of reports.
- ▶ Experience in undertaking analysis.
- ▶ Experience in the drafting of letters, reports, minutes and other business documents.
- ▶ Experience in the use of Microsoft Office, inclusive of email, word processing, spreadsheet construction, graphing and tabulations, text and graphics presentations.

Knowledge

- ▶ Knowledge of office administrative procedures and systems.
- ▶ Knowledge of equal opportunity and WH&S principles and practices.

Desirable Characteristics

(to distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications

- ▶ A tertiary qualification in a discipline relevant to regulatory activities such as commerce, business, law or economics.

Experience

- ▶ Experience in a legal and/or regulatory environment.
- ▶ Experience in the assessment of licence applications.

Knowledge

- ▶ An understanding of regulatory compliance related frameworks and the principles of regulatory compliance.
- ▶ Knowledge of legislation relevant to the Commission.
- ▶ Some understanding of utilities industry/natural monopolies would be an advantage.



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential telephone discussion, please call Justin or Christian Gaszner (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.