# Department of Energy, Environment and Climate Action

Position Description




## Position details

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| **Position title:** | Permissions Support Officer |
| **Position number:** | 50966630 |
| **Classification:** | VPS Grade 3  |
| **Salary range:** | $79,122 to $96,073 plus superannuation |
| **Employment type:** | Fixed term to 30 June 2026  |
| **Group:** | Bushfire and Forest Services Group |
| **Division & Branch:** | Conservation Regulator, Regulatory Operations |
| **Work location:** | BallaratHybrid work arrangement available: [x] Yes [ ]  No  |
| **Reports to:** | Permissions Lead Grampians  |
| **Direct reports:** | [ ]  Yes [x]  No If yes, how many? |
| **Further information:** | Dan Reid, Permissions Lead (dan.reid@deeca.vic.gov.au) |

Position purpose

The Permissions Support Officer supports the Conservation Regulator in its accountabilities to assess wildlife licences and permits by triaging and processing Authority to Control Wildlife (ATCWs) applications. The role may also provide administrative support to other high-volume wildlife and forests licences and permits.

As well as undertaking permit assessments, the position will work with the Permissions Lead and Manager Regulatory Operations for their region, to deliver on a key commitment to reduce processing time for ATCW applications across the State. The position will also work with the lead Manager for Permissions within Regulatory Operations branch, to support work allocation and reporting on ATCWs.

Context

**Group**

Bushfire and Forest Services (BFS) is the public land manager for 3.2 million hectares of State forests, including delivery and maintenance of recreation assets, tourism services and forest health activities, and leads DEECA’s works across the state in preparing for and responding to fire and other emergencies on public land, to reduce impacts on people, property and the environment.

BFS employs over 1,900 people in every corner of Victoria, with an additional seasonal workforce that contributes to Victoria’s bushfire response capability. We create local jobs, employing people from the communities we serve.

BFS provides high quality advice to government on forest, and fire and emergency management. As one of DEECA’s primary connections to local communities across the state, the group also provides valuable intelligence on how policy and programs can be designed and delivered to better meet the needs of Victorians.

**Division**

The Conservation Regulator is accountable for the delivery of DEECA’s regulatory responsibilities in biodiversity, fire prevention and public land use regulation. Our mission is to be an effective, trusted, best practice regulator – ensuring transparency, collaboration and strong regulatory capability to deliver on regulatory outcomes. As a risk-based, intelligence-led regulator, we focus regulatory effort on the highest environmental and compliance risks at the state, regional and local level. We use targeted regulatory interventions to educate, provide guidance, and monitor and enforce compliance with the law.

In addition to regulation for conservation and wildlife, we deliver a non-regulatory assurance program to support transparency and continuous improvement in forest and fire operations works.

We are based state-wide and value the delivery of our services at place. We value working collaboratively across the Conservation Regulator, as one, to deliver effective outcomes in our areas of responsibility.

We work closely with our regulatory partners, our departmental colleagues, traditional owners, stakeholder groups and the community to deliver outcomes for conservation, public land management and wildlife.

**Branch**

The Regulatory Operations Branch leads and coordinates state-wide regulatory service delivery. Staff are responsible for conducting complex risk assessments, harm prevention campaigns, audits, inspections, investigations and intelligence functions operating at the highest level of integrity and accountability for direct regulatory responsibilities.

The branch is responsible for administering authorities to control wildlife permits and rehabilitator permits as well as strategically monitoring all licence and permit types issued by the regulator. The Regulatory Operations branch works closely with the Permissions Unit to ensure seamless, strategic management of permissions.

The branch ensures strategic and effective risk-based and intelligence-led approaches to compliance for biodiversity, public land regulation and wildlife. The branch builds community confidence in regulatory practices by being open and transparent, engaging and partnering with traditional owners, co-regulators, community organisations and the public at large.

**Unit**

The Regional Regulatory Operations Unit leads and coordinates regional regulatory service delivery including significant compliance operations and regulatory programs within the region. Staff are responsible for conducting complex risk assessments, harm prevention campaigns, audits, inspections, investigations and intelligence functions operating at the highest level of integrity and accountability for direct regulatory responsibilities.

The Unit is responsible for administering authorities to control wildlife permits and rehabilitator permits as well as strategically monitoring all licence and permit types issued by the regulator. The unit works closely with the Permissions Unit to ensure seamless, strategic management of permissions.

The Unit ensures strategic and effective risk-based and intelligence-led approaches to compliance for biodiversity, public land regulation and wildlife. The branch builds community confidence in regulatory practices by being open and transparent, engaging and partnering with traditional owners, co-regulators, community organisations.

Staff working for the Office of the Chief Conservation Regulator that are also an Authorised Officer or have a desire to be an Authorised Officer will be supported in maintaining or gaining their authorisations. This will be achieved by assisting broader Conservation Regulator operational delivery and by undertaking ongoing training and capability development. Supporting broader Conservation Regulator operational delivery will be subject to Office of the Chief Conservation Regulator business priorities.

Accountabilities

* Supports effective administration of Authorities to Control Wildlife (ATCW) by taking responsibility for triaging and processing of ATCW applications in line with Conservation Regulator standards and procedures.
* Conduct desk top analysis of applications against criteria and as required seek additional information, undertake further research and investigation.
* Provide surge administrative support across the Conservation Regulator’s permissioning functions as directed.
* Supports work allocation and reporting on Authorities to Control Wildlife across the Conservation Regulator.
* Identify emerging issues, risks and trends and suggest solutions and options.
* Ensure the highest ethical standards in the delivery of all of the department’s objectives, with a strong commitment to the DEECA values, including safety and wellbeing.
* To practice cultural safety by creating environments, relationships and systems free from racism and discrimination so that people can feel safe, valued and able to participate.

Key Selection Criteria

The key selection criteria specified below outline the capabilities required for the position.

**Specialist/Technical Expertise/Qualifications**

* Experience in regulatory processes and/or customer support are highly valued.

**Knowledge and Skills**

**Project Delivery**

* Executes work tasks against plan; where plans are not defined, prioritises tasks in line with the urgency and impact of tasks.
* Utilises approved task management tools; Maintains accurate project records.

**Planning and Organising:**

* Sets time aside to think.
* Sets clearly defined objectives and priorities.
* Delegates responsibilities to ensure goals are met.
* Liaises with others when organising work.
* Anticipates barriers and finds effective ways to deal with them.

**Data Literacy**

* Can derive meaningful insights from data.
* Able to understand the organisation's common data language.
* Has a basic understanding of data sources and quality of data.

**Problem Solving**

* Anticipates potential problems and pre-empts required actions.
* Continually liaises with key stakeholders to ensure full understanding of the issues.
* Evaluates implemented courses of action and makes adjustments as required.

Position specific requirements

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| Financial Delegation Value | **$0** A declaration of Private Interests will be required for positions with financial delegations of >$20,000 |
| The occupational health and safety requirements of this position may include, but are not limited to: |  Sedentary desk work |
| DEECA will conduct relevant checks about applicants and the information provided within an application. Checks will include but are not limited to:  | A Declaration and Consent form consenting to DEECA contacting current and previous employer(s) to substantiate employment history, past conduct and performance is required. A satisfactory National Police Check will be required (for all non-DEECA employees). |
| Employment terms and conditions | Are governed by the *Victorian Public Service Enterprise Agreement 2024* and the *Public Administration Act* *2004.*Recipients of Victorian Public Service (VPS) voluntary departure packages should note that re-employment restrictions applyNon-VPS applicants will be subject to a probation period of six months |
| Privacy  | The department affirms that the collection and handling of applications and personal information will be consistent with the requirements of the Privacy and Data Protection Act 2014. |

About the Department

We employ approximately 6,300 staff, including around 600 seasonal staff, across more than 86 locations throughout Victoria, across energy, environment, climate action, water, agriculture, and resources portfolios.

Our challenge is to maintain Victoria’s liveability, with a population expected to almost double by 2050, while responding to climate change and protecting our natural environment, infrastructure and heritage for future generations. We take a community-centred approach and involve communities and key stakeholders in decisions and policies that affect them and we collaborate across our portfolios to design and deliver services and programs.

For further information about the department, please visit our website [www.deeca.vic.gov.au](http://www.deeca.vic.gov.au)

Our values

Our values align with the core [Public Sector values](https://careers.vic.gov.au/victorian-public-sector/public-sector-values-integrity) – responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. Additionally, we use our Leadership Model to shape the way we work. Using the principles of ‘Work Together’, ‘Do What Matters’ and ‘Make a Difference’ we create a culture that puts our people at the centre of everything we do. The Leadership Model reminds us of what’s important in our daily interactions with each other, and in the actions and decisions we take to deliver our work.

Our Community Charter

We are committed to the Victorian Government Public Engagement Framework that enables meaningful and inclusive engagement to make better decisions and improve the lives of Victorians. Our Community Charter is our promise to be available, be involved and listen, and take action as we deliver services and create opportunities that supports thriving, productive, and sustainable communities, environments and industries.

Emergency Response and Health and Safety Requirements

The departmentplays a major role in Victoria’s emergency response activities, through an all-hazards, all-emergencies approach. Staff may be directly employed for these roles or may be called upon to support these activities as required following the appropriate training and “fit for work” assessment.

A Diverse, Inclusive and Flexible Workplace

DEECA welcomes applicants from a diverse range of backgrounds and we focus on the essential requirements of the job and being consistent and fair in our treatment of all applicants. Our diversity and inclusion outcome pillars:

1. We are connected to liveable, inclusive, sustainable communities
2. We are diverse
3. We are inclusive and flexible
4. We are safe and respectful

DEECA can provide reasonable adjustments for people with a disability. If you need assistance to fully participate in the application or interview process, please use the contact listed under ‘Position Details’.

**Aboriginal Cultural Safety**

Cultural safety of Traditional Owners and Aboriginal Victorians, as an underpinning principle of self-determination, is embedded in everything we do. Under the Aboriginal Cultural Safety Framework DEECA is committed to creating a culturally safe workplace, where there is space for culture to live and for spiritual and belief systems to exist. For further information, please contact self.determination@deeca.vic.gov.au.

**Balancing your Life / Hybrid Working**

We understand that a balanced life is important to our employees and we offer a wide range of flexible options to help you manage family, health, carer responsibilities, study, career or personal interests. Options may include working some days from home or other suitable locations, starting early or late, working part time, job share or accessing paid or unpaid leave in line with our flexible working policy.

To receive this information in an accessible format (such as large print or audio) please call the Customer Service Centre: 136 186, TTY: 133 677, or email customer.service@deeca.vic.gov.au