

Job and Person Specification

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| Title of Role: | Compliance Inspector (Fuel Scheme) | Classification: | ASO4 |
| Business Unit: | Consumer and Business Services | Position Number: | NEW |
| Branch: | Compliance and Enforcement | | |

Primary Purpose

The Compliance Inspector is responsible for undertaking inspections and providing advice and education to licensees, traders and consumers. The work undertaken by this role targets particular industries having regard to CBS' priority areas and intelligence information. The role contributes to the regulatory functions of CBS in relation to a range of legislation, including the following:

- *Associations Incorporation Act 1985 (SA);*
- *Births, Deaths and Marriages Registration Act 1996 (SA);*
- *Building Work Contractors Act 1995 (SA);*
- *Building and Construction Industry (Security of Payment) Act 2009 (SA);*
- *Collections for Charitable Purposes Act 1939 (SA);*
- *Conveyancers Act 1994 (SA);*
- *Co-Operatives Act 1997 (SA);*
- *Fair Trading Act 1987 (SA);*
- *Hairdressers Act 1988 (SA);*
- *Land Agents Act 1994 (SA);*
- *Land and Business (Sale and Conveyancing) Act 1994 (SA);*
- *Land Valuers Act 1994 (SA);*
- *Liquor Licensing Act 1997 (SA);*
- *Plumbers, Gas Fitters and Electricians Act 1995 (SA);*
- *Residential Parks Act 2007 (SA);*
- *Residential Tenancies Act 1995 (SA);*
- *Second-Hand Vehicle Dealers Act 1995 (SA);*
- *Security and Investigation Industry Act 1995 (SA);* and
- *Tattooing Industry Control Act 2015 (SA).*

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

Reporting Relationships

- Reports to the Team Leader, Product Safety and Compliance

Key Relationships/Interactions

- Works closely with other members of the branch and more broadly across CBS.
- Crown Solicitor's Office, SA Police, and other state and federal regulatory agencies.
- Public and private organisations involved in the provision of a range of consumer-based services.



Key Challenges

- Proactively promoting legislative compliance across a broad range of industries and appropriately actioning non-compliance.

Special Employment Conditions

- Some out of hours work is required.
- May be required to work according to a 7-day roster including weekends and public holidays.
- Requirement to hold a current driver's licence and willingness to drive.
- Intrastate travel including overnight absences.
- Eligible to be appointed and exercise the powers and functions of an Authorised Officer or Inspector under relevant legislation.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The *Compliance Inspector* is responsible for:

| Key Responsibilities | Specified Duties | Performance Indicator/Measurement |
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| Inspections | <ul style="list-style-type: none"> • Conduct inspections at assigned premises to assess compliance with relevant legislation and orders. • As relevant provide education, advice, cautions, notices or directions to ensure legislative compliance. | <ul style="list-style-type: none"> • Inspections are conducted in accordance with policies and procedures and all relevant checks are undertaken. • Licensees or traders are appropriately informed of legislative obligations. |
| Enforcement Activities | <ul style="list-style-type: none"> • In accordance with relevant legislation and policies and procedures issue notices, directions and instructions to parties to address legislative breaches. • Prepare reports in relation to trends or persistent non- | <ul style="list-style-type: none"> • Appropriate actions are undertaken in a timely manner to support the regulatory functions of |



| Key Responsibilities | Specified Duties | Performance Indicator/Measurement |
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| | compliance. | the Commissioner. • Reports are prepared to a high quality within the agreed timeframes. |
| Conduct Investigations | <ul style="list-style-type: none"> • Assisting with court matters including providing witness statements and where required representing CBS in court matters. • Contribute to investigative activities including conducting interviews, reviewing documents and collecting evidence. • Participate in taskforce operations at short notice. | <ul style="list-style-type: none"> • Investigation activities are conducted in line with internal procedures and legislative requirements and are of a standard required by Courts, the Crown Solicitor's Office or other relevant regulatory bodies. • CBS is positively represented in public and court settings. • Appropriate stakeholder engagement |
| Contribute to Culture | <ul style="list-style-type: none"> • Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. | <ul style="list-style-type: none"> • Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion. |

Capabilities relevant to the role (Qualifications, Skills, Knowledge and Experience)

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| Essential | <ul style="list-style-type: none"> • Demonstrated ability to contribute to a constructive workplace culture. • High-level interpersonal skills and ability to establish and maintain productive working relationships with, colleagues and other relevant stakeholders. • Demonstrate a level of relevant experience undertaking compliance activities. • Ability to effectively communicate with a wide range of stakeholders both verbally and in writing. • Demonstrate a level of experience in gathering, handling and storing evidence. • Demonstrate a level of experience in interpretation and administration of legislation • Ability to work under limited direction and use initiative and judgement in the exercising of statutory authority and where procedures are not clearly defined. |
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| Desirable | <ul style="list-style-type: none"> • Experience in the preparation of written reports, witness statements and briefing documents, including recommendations for enforcement or disciplinary action and prosecution, capable of withstanding judicial scrutiny. • Experience in investigation interviewing techniques including facilitating formal interviews under caution. • Knowledge of evidentiary procedures required by courts, tribunals and boards of enquiry. • Experience or tertiary qualifications in a relevant discipline e.g. government investigations or law. • Sound knowledge of court procedures and the principles of natural justice. |
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Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Compliance Inspector. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

| | Strategic Focus | Results Orientation | Service Delivery Excellence | Relationship Management | Professional Approach and Drive |
|---------------------|--|-----------------------------------|--|--|---|
| Strategic | Shapes Strategic Thinking and Change | Achieves Organisational Results | Drives Business Excellence | Forges Relationships and Engages Others | Exemplifies Personal Drive and Professionalism |
| Tactical | Promotes Strategic Thinking and Change | Achieves Team Results | Delivers Business Excellence | Establish Relationships and Engages Others | Models Personal Drive and Professionalism |
| Operational | Supports Strategic Direction | Achieves and Monitors Own Results | Supports Service Delivery Excellence | Fosters Working Relationships | Supports Personal Drive and Professionalism |
| Foundational | Understands the Strategic Direction | Achieves Individual Results | Contributes to Service Delivery Excellence | Maintains Working Relationships | Demonstrates Personal Drive and Professionalism |

| Element | Behaviours |
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| Supports Strategic Direction | <ul style="list-style-type: none"> • Supports strategic direction and plans • Communicates plans in practical terms to others • Is sensitive to political drivers influencing priorities and decisions • Identifies and raises awareness of trends, potential problems and opportunities • Identifies and manages risk as appropriate and escalates as necessary • Actively participates in business planning • Contributes to the drive for change and innovation |
| Achieves and Monitors Own Results | <ul style="list-style-type: none"> • Sets and communicates clear expectations around quality of work and timeframes • Monitors progress towards achieving outcomes • Takes responsibility for the delivery of quality and timely results • Measures performance and acts on opportunities for continuous improvement • Critically evaluates issues and ensures solutions are practical and achievable • Negotiates as necessary to achieve outcomes • Prioritises workload effectively and negotiates deadlines where appropriate |



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| <p>Supports Service Delivery Excellence</p> | <ul style="list-style-type: none"> • Uses capability and expertise of the workgroup to achieve outcomes • Translates performance requirements into achievable outcomes. • Effectively manages their own performance, managing (or influencing) the wider team performance • Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance • Identifies and delivers high quality internal and external customer service • Considers financial responsibility, accountability and awareness • Utilises available internal and external resources for optimal outcomes. |
| <p>Fosters Working Relationships</p> | <ul style="list-style-type: none"> • Develops existing working relationships and internal networks • Collaborates with relevant stakeholders • Makes an effort to understand others' perspectives, motives, agenda • Openly shares information and knowledge as appropriate • Takes into account the situation and audience and acts accordingly • Actively listens and communicates clearly • Effectively manages conflict and escalates when appropriate |
| <p>Supports Personal Drive and Professionalism</p> | <ul style="list-style-type: none"> • Demonstrates respect for others and high ethical standards • Maintains professionalism and confidentiality • Supports diversity and uses this to enhance outcomes • Looks for opportunities to engage in development activities • Seeks feedback and reviews own performance • Displays flexibility and adaptability • Remains positive and recovers quickly from setbacks • Ensures a focus on wellbeing for self and others and raises concerns where necessary |

