

Job and Person Specification

Title of Role:	Gambling Officer	Classification:	ASO4
Business Unit:	Consumer and Business Services	Position Number:	P46162
Branch:	Gambling and Associations		

Primary Purpose

The Gambling Officer is responsible for contributing to safe gambling by administering legislation of the Liquor and Gambling Commissioner. This will include facilitating gambling barrings for members of the public, liaising with stakeholders and assessing applications associated with licensing requirements.

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.

The Gambling Officer operates within a complex and changing environment and is required to exercise judgement and decision making in an autonomous role.

Reporting Relationships

- Reports to the Team Leader, Gambling and Associations

Key Relationships/Interactions

- Works closely across the Gambling and Associations Team.
- Liaises with other areas of CBS as relevant
- Liaises with stakeholders including SAPOL

Key Challenges

- Undertakes a high volume of assessments within legislative timeframes.

Special Employment Conditions

- Out of hours work may be required.

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 or telework 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 Gambling Officer is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Assessment of Applications	<ul style="list-style-type: none"> • Review and assess applications against relevant legislation and policy. • Liaise with the applicant and relevant stakeholders as required to ascertain matters of fact or obtain further information. • Recommend appropriate action in relation to applications. • Document and record recommendations. 	<ul style="list-style-type: none"> • High quality assessments are completed within agreed timeframes. • Advice is sought in relation to non-routine or complex matters.
Technical Approvals	<ul style="list-style-type: none"> • Receive and assess applications for gaming machines and similar gambling technologies. • Analyse technical data and confirm minimum legislative requirements are met. • Confer with technical or industry experts as required. • Recommend appropriate action in relation to applications. 	<ul style="list-style-type: none"> • Technical assessments are accurately completed. • Approval documentation is able to be understood and approved by non-technical delegates.
Barring Activities	<ul style="list-style-type: none"> • Ensure an effective administration process is in place to record and monitor barring applications and decisions. • Respond to barring enquiries. • Facilitate voluntary gambling barrings for members of the public who may be 	<ul style="list-style-type: none"> • Applications are determined within agreed timeframes. • Decisions are made impartially in line with policy and established precedent. • An effective reconsideration process is communicated to

	<p>experiencing gambling harm and organise referrals to support services.</p> <ul style="list-style-type: none"> • Ensure an appropriate process is in place to allow for reconsideration of decisions. 	<p>relevant parties following a barring decision.</p>
Customer Service	<ul style="list-style-type: none"> • Provide customers with a high-quality service. • Liaise with customers to assist them to lodge applications by explaining processes, directing them to sources of information and collecting relevant supporting material. 	<ul style="list-style-type: none"> • Customer service is provided to minimum agreed standards. • Customers are provided with accurate and timely information.
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.

Technical Expertise
Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (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 experience in liaising with and providing advice to internal and external stakeholders on administrative and legislative issues. • Experience in conducting comprehensive assessments of the merits of applications and providing detailed written advice with recommendations to ensure decision makers are appropriately informed. • Demonstrate a level of experience in interpreting and applying legislation and making considered and effective decisions. • Demonstrated ability to effectively communicate with a broad range of stakeholders verbally and in writing. • Demonstrated ability to work under limited direction and use initiative and judgement in the exercising of statutory authority and where procedures are not clearly defined. • Demonstrated ability to effectively plan and prioritise work. • Ability to be discreet when dealing with matters of a sensitive and confidential nature. • Sound knowledge and understanding of records management practices, document control systems and quality improvement principles/practices.
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	<ul style="list-style-type: none"> • Knowledge of the role of the Department and the principles of natural justice.
Technical Expertise (Desirable)	<ul style="list-style-type: none"> • Understanding of the regulatory functions of CBS and the legislation administered. • Knowledge of the requirements of the <i>State Records Act 1997</i>.

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 also 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 Gambling Officer. 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
<p>Understands the Strategic Direction <i>Understands the Business Unit goals and direction</i></p>	<ul style="list-style-type: none"> • Understands how own work contributes to goals and plans • Recognises how own work impacts on others • Shares awareness of potential problems and opportunities • Identifies risks within own work practices • Contributes to business planning • Is open to change and new approaches
<p>Achieves and Monitors Own Results <i>Monitors own progress and achieves results at the individual level</i></p>	<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
<p>Supports Service Delivery Excellence <i>Manages self and supports others to deliver a service</i></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 <i>Fosters and strengthens working relationships with existing stakeholders</i></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 <i>Supports and demonstrates professionalism and respect for others</i></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

Acknowledged by occupant

(Print name)

(Signature)

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Acknowledged by line manager

(Print name)

(Signature & title)

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