

# Job and Person Specification

|                       |                                |                         |          |
|-----------------------|--------------------------------|-------------------------|----------|
| <b>Title of Role:</b> | Casino and Gambling Inspector  | <b>Classification:</b>  | ASO4     |
| <b>Business Unit:</b> | Consumer and Business Services | <b>Position Number:</b> | Multiple |
| <b>Branch:</b>        | Compliance and Enforcement     |                         |          |

## Primary Purpose

The Casino and Gambling Inspector is responsible for undertaking inspections and other compliance and enforcement activities to contribute to the regulatory functions of CBS in relation to various Acts including the following:

- *Casino Act 1997*
- *Authorised Betting Operations Act 2000*
- *Gambling Administration Act 2019*
- *Gaming Machines Act 1992*
- *Liquor Licencing Act 1997*
- *Lottery and Gaming Act 1936*

## 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 Compliance & Enforcement Branch is responsible for conducting operational regulatory activities in relation to legislation administered by CBS.

The Casino & Gambling Inspector operates within a complex, politically sensitive and changing environment and is required to exercise a high level of judgement and decision making under limited direction.

## Reporting Relationships

- Reports to the Team Leader Casino and Gambling

## Key Relationships/Interactions

- Works closely with other members of the branch and more broadly across CBS
- Crown Solicitor's Office, SA Police, and other relevant state and federal regulatory agencies
- Public and private organisations involved in the casino, gaming, wagering and liquor industries

## Key Challenges

- Working in a fast paced politically sensitive environment.
- Educating licensees about their statutory obligations.
- Appropriately and effectively gathering, handling and storing all relevant evidence when potential legislative non-compliance is identified.



**Special Employment Conditions (if relevant)**

- Out of hours work is required.
- May be required to work according to a 7 day roster including nights, weekends and public holidays.
- Requirement to hold a current driver's licence and willingness to drive.
- Intrastate travel including overnight absences is required.
- 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 voices 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

**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 Casino and Gambling Inspector is responsible for:

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

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|                                 | <ul style="list-style-type: none"> <li>• Prepare reports in relation to trends or persistent non-compliance.</li> </ul>  |  |
| <b>Investigation activities</b> | <ul style="list-style-type: none"> <li>• Contribute to investigative activities including interviews, document review and evidence collection.</li> <li>• Participate in taskforce operations at short notice.</li> <li>• As required, represent CBS in court matters relating to investigations and provide witness testimony.</li> </ul>   | <ul style="list-style-type: none"> <li>• 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.</li> <li>• CBS is positively represented in public and court settings.</li> <li>• Appropriate stakeholder engagement.</li> </ul>   |
| <b>Contribute to Culture</b>    | <ul style="list-style-type: none"> <li>• Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams.</li> <li>• Seek feedback and review personal performance.</li> <li>• Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes.</li> <li>• Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate.</li> <li>• Identify and undertake personal professional development.</li> <li>• Actively participate and contribute to responsible and safe work practices.</li> <li>• Embrace diversity and cultural differences in the workplace.</li> </ul> | <ul style="list-style-type: none"> <li>• Feedback on performance from peers and leaders is positive.</li> <li>• Priorities are effectively communicated and negotiated.</li> <li>• Personal development is undertaken.</li> <li>• Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered.</li> <li>• Respectful behaviour observed when faced with diversity/differences in opinion.</li> </ul> |

### Technical Expertise

|  |   |
|--|---|
| <b>Technical Expertise (Essential)</b> | <ul style="list-style-type: none"> <li>• Experience in gathering, handling and the storage of evidence and relevant information.</li> <li>• Experience in the interpretation and administration of legislation.</li> <li>• Knowledge of court procedures and the principles of natural justice.</li> <li>• Ability to work under limited direction and use initiative and judgement particularly where procedures are not clearly defined.</li> <li>• High level written and verbal communication skills, with the ability to provide recommendations for further action to a senior officer.</li> <li>• Demonstrated ability to contribute to a constructive workplace culture.</li> <li>• Sound interpersonal skills and ability to establish and maintain productive working relationships with colleagues and other relevant stakeholders.</li> </ul> |
| <b>Technical Expertise (Desirable)</b> | <ul style="list-style-type: none"> <li>• Experience in the casino or gambling industry, or an understanding of the sector.</li> <li>• Demonstrated experience as an inspector.</li> <li>• Experience in the preparation of written reports, witness statements and court briefs including recommendations for disciplinary action and prosecution, capable of withstanding judicial scrutiny.</li> <li>• Diploma of Government Investigation or equivalent</li> </ul>   |

## Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department.

Descriptors below detail the behavioural capabilities required for performance in the Casino and Gambling 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                    |
|---------------------|--|--|---|--|--|
| <b>Strategic</b>    | Shapes Strategic Thinking and Change   | Achieves Organisational Results          | Drives Business Excellence                  | Forges Relationships and Engages Others    | Exemplifies Personal Drive and Professionalism     |
| <b>Tactical</b>     | Promotes Strategic Thinking and Change | Achieves Team Results                    | Delivers Business Excellence                | Establish Relationships and Engages Others | Models Personal Drive and Professionalism          |
| <b>Operational</b>  | <b>Supports Strategic Direction</b>    | <b>Achieves and Monitors Own Results</b> | <b>Supports Service Delivery Excellence</b> | <b>Fosters Working Relationships</b>       | <b>Supports Personal Drive and Professionalism</b> |
| <b>Foundational</b> | Understands the Strategic Direction    | Achieves Individual Results              | Contributes to Service Delivery Excellence  | Maintains Working Relationships            | Demonstrates Personal Drive and Professionalism    |

| Element   | Behaviours   |
|---|--|
| <p><b>Supports Strategic Direction</b><br/><i>Supports strategic direction and contributes to Business Unit goals and direction</i></p> | <ul style="list-style-type: none"> <li>Supports strategic direction and plans</li> <li>Communicates plans in practical terms to others</li> <li><b>Is sensitive to political drivers influencing priorities and decisions</b></li> <li>Identifies and raises awareness of trends, potential problems and opportunities</li> <li>Identifies and manages risk as appropriate and escalates as necessary</li> <li>Actively participates in business planning</li> <li>Contributes to the drive for change and innovation</li> </ul>   |
| <p><b>Achieves and Monitors Own Results</b><br/><i>Monitors own progress and achieves results at the individual level</i></p>           | <ul style="list-style-type: none"> <li>Sets and communicates clear expectations around quality of work and timeframes</li> <li>Monitors progress towards achieving outcomes</li> <li><b>Takes responsibility for the delivery of quality and timely results</b></li> <li>Measures performance and acts on opportunities for continuous improvement</li> <li>Critically evaluates issues and ensures solutions are practical and achievable</li> <li>Negotiates as necessary to achieve outcomes</li> <li>Prioritises workload effectively and negotiates deadlines where appropriate</li> </ul>  |
| <p><b>Supports Service Delivery Excellence</b><br/><i>Manages self and supports others to deliver a service</i></p>                     | <ul style="list-style-type: none"> <li>Uses capability and expertise of the workgroup to achieve outcomes</li> <li>Translates performance requirements into achievable outcomes.</li> <li>Effectively manages their own performance, managing (or influencing) the wider team performance</li> <li>Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance</li> <li><b>Identifies and delivers high quality internal and external customer service</b></li> <li>Considers financial responsibility, accountability and awareness</li> <li>Utilises available internal and external resources for optimal outcomes.</li> </ul> |
| <p><b>Fosters Working Relationships</b><br/><i>Fosters and strengthens working relationships with existing stakeholders</i></p>         | <ul style="list-style-type: none"> <li>Develops existing working relationships and internal networks</li> <li>Collaborates with relevant stakeholders</li> <li>Makes an effort to understand others' perspectives, motives, agenda</li> <li>Openly shares information and knowledge as appropriate</li> <li><b>Takes into account the situation and audience and acts accordingly</b></li> <li>Actively listens and communicates clearly</li> <li>Effectively manages conflict and escalates when appropriate</li> </ul>   |

**Supports Personal Drive and Professionalism**

*Supports and demonstrates professionalism and respect for others*

- **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

