

Job and Person Specification

Title of Role:	Compliance Inspector	Classification:	ASO4
Business Unit:	Consumer and Business Services	Position Number:	Multiple
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 the tobacco and vaping industry.

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 and Enforcement branch is responsible for ensuring high levels of industry compliance are maintained under all legislation administered by CBS.

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The Compliance Inspector operates within a highly complex, politically sensitive and changing environment and is required to exercise a moderate level of judgement and decision making under limited direction.

Reporting Relationships

- Reports to the Manager, Compliance and Investigations

Key Relationships/Interactions

- Works closely with other members of the Compliance and Enforcement branch and across CBS.
- Crown Solicitor's Office, SA Police, and other state and federal regulatory agencies.
- Public and private organisations as relevant.

Key Challenges

- Proactively promoting legislative compliance relating to a new industry in CBS.

Special Employment Conditions (if relevant)

- 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.
- Will be required to wear and operate body worn cameras in the course of field-based duties.
- Eligible to be appointed and exercise the powers and functions of an Authorised Officer or Inspector under relevant legislation.



AGD Conditions

- Participation in half yearly performance review and development process;
- Actively participate in all mandatory training requirements;
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures including AGD People Expectations; and
- Employment is dependent upon a National Police Certificate clearance 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 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 Compliance Inspector is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Inspections	• Conduct inspections at assigned premises to assess compliance with relevant legislation and orders. • As relevant provide education and advice or take action to ensure legislative compliance. • Participate in taskforce operations, including with law enforcement agencies. • Ensure the appropriate handling, transportation, storage and destruction of evidence in accordance with relevant procedures.	• Inspections are conducted in accordance with policies and procedures and all relevant checks are undertaken. • Licensees or unlicensed traders are appropriately informed of legislative obligations. - Seized items are appropriately handled, transported, stored and destroyed.
Enforcement Activities	• In accordance with relevant legislation, policies and procedures issue notices, expiations or take other compliance and enforcement action to address legislative breaches. • Prepare reports in relation to trends or persistent non-compliance.	• Appropriate actions are undertaken in a timely manner to support the regulatory functions of the Minister. • Reports are prepared to a high quality within the agreed timeframes.
Conduct Investigations	• Represent CBS in court matters and provide witness testimony. • Contribute to investigative activities including conducting interviews, reviewing documents and collecting evidence.	• 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, the Commonwealth Director of Public Prosecutions or other relevant regulatory bodies. • CBS is positively represented in public and court settings. • Appropriate stakeholder engagement is undertaken.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Contribute to Culture	• 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.	• 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)	• Demonstrate a level of relevant experience undertaking compliance activities. • Demonstrate a level of experience in gathering, handling and storing evidence. • Demonstrate a level of experience in interpretation and administration of legislation. • Sound knowledge of court procedures and the principles of natural justice. • Ability to work under limited direction and use initiative and judgement in the exercising of statutory authority and where procedures are not clearly defined.
Technical Expertise (Desirable)	• Experience in the preparation of written reports, witness statements and court briefs including recommendations for 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, law, accounting or commerce.

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 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
Supports Strategic Direction <i>Supports strategic direction and contributes to Business Unit goals and direction</i>	• 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 <i>Monitors own progress and achieves results at the individual level</i>	• 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
Supports Service Delivery Excellence <i>Manages self and supports others to deliver a service</i>	• 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.
Fosters Working Relationships <i>Fosters and strengthens working relationships with existing stakeholders</i>	• 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
Supports Personal Drive and Professionalism <i>Supports and demonstrates professionalism and respect for others</i>	• 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