Job and Person Specification

Title of Role: Principal Advisor to the Commissioner
Classification: LE5
Business Unit: Consumer and Business Services
Division: Executive Office

Primary Purpose

The Principal Advisor to the Commissioner provides authoritative strategic and regulatory advice to the Commissioner and CBS Executive on complex, sensitive and high-priority matters. The role has a primary focus on strengthening CBS' regulatory maturity, with a particular emphasis on CBS' oversight of the Adelaide Casino, while also supporting the Commissioner to identify, triage and respond to significant emerging issues across CBS.

As a trusted senior advisor, the role enables the Commissioner and Executive to maintain focus on strategic priorities by taking carriage of complex, contentious or time-critical matters requiring cross-organisational coordination, judgement and discretion. The role works across CBS to synthesise complex information, clarify risks and options, and support timely, defensible and well-governed decisions.

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.

CBS is a division of the AGD 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.

All roles at CBS contribute to its vision of being a progressive, proactive and trusted regulator and custodian of key life events, and to its purpose of fostering a safe, fair and trusted marketplace and helping South Australians navigate key life events with confidence.

The Principal Advisor to the Commissioner operates in a complex statutory, regulatory and public sector environment involving matters of significant sensitivity, ambiguity, public interest and reputational consequence. The role exercises a high degree of judgement and autonomy in analysing information, coordinating advice and supporting the Commissioner in the performance of regulatory and executive responsibilities, with a primary focus on Adelaide Casino oversight and broader regulatory maturity, governance and organisational readiness across CBS.

This role contributes to the CBS Strategic Plan by strengthening regulatory maturity, clear governance and accountability, supporting proportionate, intelligence-led and transparent regulatory action, and enabling timely, coordinated responses to significant and emerging priorities. Through authoritative advice, assurance and cross-organisational coordination, the role supports CBS to be a progressive, proactive and trusted regulator and to deliver effective regulatory outcomes for the South Australian community.

Reporting Relationships

- Reports to the Assistant Commissioner, Compliance, Enforcement and Advice

Key Relationships/Interactions

- Commissioner and CBS Executive, senior leaders and specialist teams across CBS and AGD
- Minister Consumer and Business Affairs and relevant Ministers' offices
- Crown Solicitor's Office, Adelaide Casino representatives, regulatory partners and other government and external stakeholders.

Key Challenges

- Providing clear and timely advice on complex, sensitive and rapidly evolving matters where information may be incomplete, stakeholder interests may differ and consequences may be significant.
- Providing senior strategic advice on casino oversight and broader regulatory maturity while responding to significant, contentious or rapidly developing matters that require focused executive support.
- Managing competing priorities and urgent requests while ensuring advice is strategic, accurate, appropriately governed and aligned with statutory and public sector obligations.

Special Employment Conditions

- Some out of hours work is required.
- Interstate and intrastate travel including overnight absences.

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
- 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 Principal Advisor to the Commissioner is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Casino Regulation	• Provide senior strategic advice and coordination to strengthen CBS' regulatory maturity and enduring oversight arrangements for the Adelaide Casino. • Analyse oversight outcomes, commitments, risks, readiness issues and emerging regulatory matters, and provide strategic options and recommendations to the Commissioner and Executive. • Advise on the adequacy of governance, assurance, reporting, escalation and monitoring arrangements supporting CBS' ongoing regulation of the Adelaide Casino. • Coordinate input from operational, legal, policy, intelligence and other specialist areas to support consistent and defensible regulatory decisions.	• Casino oversight arrangements are strategically coordinated and support mature, proportionate and effective regulator-led decision-making. • Significant risks, issues and dependencies are identified and escalated with practical recommendations. • Regulatory oversight is proportionate, evidence-

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
		based, transparent and aligned with statutory responsibilities.
Strategic and Executive Advice	• Act as a trusted senior advisor to the Commissioner and Executive on complex, sensitive, high-risk or emerging organisational and regulatory matters. • Rapidly assess issues, clarify the decision or action required, identify legal, operational, stakeholder and reputational considerations, and develop practical options. • Provide frank, impartial and evidence-based advice, including where information is incomplete or circumstances are changing. • Undertake or coordinate research, analysis and consultation to support executive decisions and organisational priorities. • Identify unresolved and emerging issues requiring Commissioner, Executive, Departmental or Ministerial attention and recommend an appropriate response.	• Advice is clear, balanced and directed to the decision required. • Complex and emerging matters are assessed promptly and managed through appropriate governance and escalation pathways. • Recommendations are practical, defensible and aligned with legislation, policy and CBS priorities. • The Commissioner and Executive are kept appropriately informed of material developments.
Priority Responses and Ministerial Support	• Coordinate and prepare high-quality responses to urgent Ministerial, Departmental, parliamentary and executive requests on behalf of the Commissioner. • Bring together information and advice from across CBS, resolve inconsistencies and ensure products are accurate, concise and responsive to the request. • Prepare and quality assure briefings, submissions, correspondence, reports, discussion papers, memoranda, speaking points and other executive products. • Negotiate priorities and timeframes with contributors and stakeholders, escalating risks to delivery where required. • Maintain appropriate records, approvals and audit trails for sensitive and significant matters.	• Requests are triaged and completed within required timeframes. • Products are accurate, succinct, appropriately cleared and fit for purpose. • Contributions are effectively coordinated and material gaps or inconsistencies are resolved. • Records and approvals support accountability and transparency.
Coordination of Significant and Emerging Matters	• Take carriage of significant, contentious or rapidly developing matters affecting CBS, establishing a coordinated response on behalf of the Commissioner and Executive. • Clarify the issue, accountabilities, governance requirements and information needs, and establish fit-for-purpose coordination and reporting arrangements. • Monitor actions, risks, dependencies and changing circumstances, and provide concise updates and recommendations. • Facilitate cross-functional collaboration and ensure relevant expertise is engaged at the appropriate time. • Capture lessons and recommend improvements to organisational readiness, governance and ways of working.	• Significant matters are supported by clear ownership, coordination and escalation arrangements. • Decision-makers receive timely and reliable situational advice. • Actions, risks and dependencies are actively monitored and followed through. • Lessons are translated into practical improvements to governance and organisational readiness.

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Stakeholder Relationships and Representation	• Build and maintain trusted relationships with senior internal and external stakeholders relevant to casino regulation and other assigned priorities. • Act as a key point of liaison for independent assurance bodies, government partners, legal advisers, regulatory agencies and regulated entities as directed by the Commissioner. • Represent the Commissioner or CBS in high-level meetings, working groups and forums, within delegated authority. • Communicate complex or sensitive matters clearly and diplomatically, manage expectations and support constructive outcomes while preserving regulatory independence and integrity.	• Stakeholder relationships support timely information exchange, coordination and effective outcomes. • CBS and the Commissioner are represented credibly, professionally and consistently. • Engagement is appropriately documented and maintains confidentiality, integrity and regulatory independence. • Issues are resolved or escalated constructively.
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.

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

Essential	• Demonstrated ability to provide authoritative senior strategic advice on complex, sensitive, high-risk or emerging matters in a public sector, regulatory or similarly accountable environment, including matters involving regulatory maturity, significant public interest or organisational readiness. • Highly developed analytical and conceptual skills, including the capacity to rapidly synthesise complex or incomplete information, assess risk and develop clear, practical and evidence-based recommendations. • Significant knowledge of, or demonstrated capacity to quickly acquire knowledge of, regulatory governance, assurance, compliance and oversight frameworks. • Demonstrated ability to take carriage of significant cross-organisational matters, establish clear governance and accountabilities, and maintain delivery under pressure and changing circumstances. • Highly developed written communication skills, including preparation and quality assurance of executive, Ministerial, parliamentary and regulatory advice and correspondence.

	• Highly developed interpersonal, consultation, negotiation and influencing skills, with demonstrated ability to build trust and work effectively with senior and diverse stakeholders. • Demonstrated political awareness, judgement, discretion and commitment to confidentiality, impartiality, integrity and public sector values. • Demonstrated ability to contribute to a constructive workplace culture and work collaboratively across organisational boundaries. • A degree in law and admitted, or eligible to be admitted, as a practitioner of the Supreme Court of South Australia.
Desirable	• Experience in gambling or casino regulation, statutory regulation, integrity, investigations, assurance or regulatory reform. • Knowledge of the legislative and regulatory environment administered by Consumer and Business Services.

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 role of Principal Advisor to the Commissioner.

	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**
Shapes Strategic Thinking and Change	• Aligns strategies with the South Australian Government and Department's strategic plans • Continually reviews goals and plans to reflect changing priorities or conditions • Anticipates risks and manages these accordingly • Operates within a whole of government context and considers multiple perspectives and agendas • Seeks to gather and understand all critical information when planning and making decisions • Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty • Champions new initiatives and stimulates change
Achieves Team Results	• Provides clear direction on how to achieve outcomes • Develops plans with clear outcomes and supports others to achieve these • Is accountable for the delivery of quality, timely and cost effective results • Critically evaluates the problem in its entirety before identifying and implementing best possible solution • Confidently makes decisions showing good judgement • Effectively prioritises and re-negotiates tasks as needed • Reviews performance and seeks opportunities to implement continuous improvement
	• Represents the agency and public sector effectively in public and government forums • Effectively identifies, manages and resolves conflict • Maintains awareness of the political context and acts accordingly • Develops effective working relationships and internal and external networks

Establish Relationships and Engages Others	• Appropriately identifies and collaborates with relevant stakeholders • Shares information and knowledge • Tailors approach and communication style to suit the situation and audience • Identifies opportunities to negotiate for improved outcomes • Actively listens and communicates in a clear and concise manner
Promotes Personal Drive and Professionalism	• Builds a culture of respect and high ethical standards • Promotes diversity and uses this to enhance outcomes • Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues • Willing to put own views forward and challenges opposing views in a respectful manner • Identifies and considers risk in decision making • Remains positive and recovers quickly from setbacks • Promotes adaptability in dealing with change • Seeks opportunities to strengthen areas for development • Seeks feedback on performance and engages in self reflection • Promotes a high standard of wellbeing for self and others
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