

Role Description

Lead Casino Investigator

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Creative Industries, Tourism,
Hospitality and Sport

Portfolio	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Hospitality & Racing \ Regulatory Operations \ Casino & Wagering Operations
Location	Sydney/Regional NSW
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	599599
PCAT Code	119192
Date of Approval	February 2026
Agency Website	www.nsw.gov.au/dciths

Agency overview

At the Department of Creative Industries, Tourism, Hospitality and Sport we bring vibrancy to NSW by growing our creative industries and workforces, driving strong visitor and night-time economies, ensuring a responsible hospitality sector, and putting arts, culture and sport at the heart of our communities.

Together we:

- create social and economic opportunities for the state
- support the creation of jobs across the creative, visitor and night-time economies
- prioritise First Nations artists, stories and culture
- ensure arts, culture and sport are at the heart of every community to be enjoyed and accessed by all
- drive visitation through events, campaigns and visitor experience development
- activate our night-time and creative economies to unlock unique precincts and community spaces
- deliver a vibrant and responsible hospitality, liquor, racing and gaming environment
- support NSW's key Cultural Institutions to ensure access for all, enable community experiences and education and preserve the state's diverse cultural assets and history.

[Creative Industries, Tourism, Hospitality and Sport | NSW Government](#)

Primary purpose of the role

Administer authorised legislation by conducting efficient, innovative and effective delivery of multi-faceted intelligence-led, risk-based investigation and enforcement activities for the protection of the public, businesses and communities in NSW. This role may supervise less experienced investigators.

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Key accountabilities

- Prepare, supervise and undertake multi-faceted compliance and investigation activities through the delivery of risk based regulatory programs to ensure and enhance compliance.
- Lead and conduct proactive compliance operations where appropriate.
- Provide specialist advice to internal and external customers and stakeholders to maximise regulatory outcomes and reduce negative impact on customers.
- Advise customers on investigation outcomes to ensure they are informed of action being taken.
- Maintain up-to-date knowledge and understanding of relevant legislation, policy, and procedure to demonstrate exemplary regulatory practice to the NSW community.
- Gather and review evidence, conduct formal face-to-face interviews with relevant persons, and prepare and maintain accountable records, documents, submissions and reports to recommend appropriate action to decision makers and ensure recording keeping and legislative requirements are met.
- Provide supervision and guidance to team members to build capability to deliver innovative regulatory services and ensure all regulatory activities are undertaken for the protection of the NSW community.

Key challenges

- Identifying risks and reacting quickly to changing situations when engaging with customers and stakeholders on site while ensuring the safety of yourself and others.
- Presenting education and assistance which is consistent with legislation, policy and procedures in a way customers and stakeholders can understand given their varying levels of knowledge, needs and diversity of business.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Positively engage in discussions and decisions regarding personal performance and issues relating to business unit operations and organisational direction• Identify emerging and sensitive issues, risk & opportunities and recommend potential courses of action and outcomes• Provide regular updates on key matters and their progress including plans to address roadblocks
Direct Report/s (where applicable)	<ul style="list-style-type: none">• Lead, inspire, guide, support, motivate, coach, mentor, develop and manage performance• Review work and proposals to ensure integrity and accountability of decision making• Provide own perspective and share information• Demonstrate the importance of and work collaboratively with to achieve outcomes

Work team	<ul style="list-style-type: none"> • Lead and guide discussions/meetings to share information and provide input on issues • Support team members to work collaboratively to achieving business outcomes • Review work and proposals of team members providing constructive feedback and guidance to support their ongoing development
Customers/Stakeholders	<ul style="list-style-type: none"> • Proactively manage the flow of information, seek clarification, and provide customer focused advice and responses ensure prompt service delivery and resolution of issues • Optimise engagement to achieve defined outcomes and manage expectations through collaboration • Address and respond to queries and provide solutions where possible, or redirect relevant party for review and resolution

External

Who	Why
Customers/Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Respond and resolve queries, provide information, or redirect to the appropriate person or business unit if required • Provide customer focused practical, technical, and operational expertise and advice
Other Government Agencies	<ul style="list-style-type: none"> • Participate in meetings and represent the organisation's perspective • Work collaboratively to achieve mutual operational outcomes

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Manager, decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role reports to the Principal Casino Investigator.

Direct reports

This role may have direct reports.

Budget/Expenditure

Budget and expenditure will be in line with DCITHS delegations.

Key knowledge and experience

- Demonstrated experience in the conduct of formal conduct of investigations or similar field.

Essential requirements

- Appointment and ongoing assignment are subject to satisfactorily meeting pre-employment and ongoing probity screening to meet the integrity standards set out in *section 14 of the Gaming and Liquor Administration Act 2007*.
- The person occupying the role will be designated as a key official under *section 16 of the Gaming and Liquor Administration Act 2007* and may be subject to restrictions, such as restrictions on attending certain premises.
- Certificate IV (Government) Investigations or similar qualification or the preparedness to undertake employee sponsored program
- Regular travel throughout NSW is a requirement of this role.
- A current Class C Driver Licence

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.


The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept



Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate



Work Collaboratively

Collaborate with others and value their contribution

- Build a supportive and cooperative team environment
- Share information and learning across teams
- Acknowledge outcomes that were achieved by effective collaboration
- Engage other teams and units to share information and jointly solve issues and problems
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Be proactive in taking responsibility and being accountable for own actions
- Understand delegations and act within authority levels
- Identify and follow safe work practices, and be vigilant about own and others' application of these practices
- Be aware of risks and act on or escalate risks, as appropriate
- Use financial and other resources responsibly

Intermediate



Project Management

Understand and apply effective planning, coordination and control methods

- Perform basic research and analysis to inform and support the achievement of project deliverables
- Contribute to developing project documentation and resource estimates
- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

Intermediate



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
 - Look for ways to develop team capability and recognise and develop individual potential
 - Be constructive and build on strengths by giving timely and actionable feedback
 - Identify and act on opportunities to provide coaching and mentoring
 - Recognise performance issues that need to be addressed and work towards resolving issues
 - Effectively support and manage team members who are working flexibly and in various locations
 - Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
 - Consider feedback on own management style and reflect on potential areas to improve
- Intermediate
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Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational



Optimise Business Outcomes

Manage people and resources effectively to achieve public value Foundational



Manage Reform and Change

Support, promote and champion change, and assist others to engage with change Foundational
