

Role Description

Senior Inspector



Department of Enterprise,
Investment and Trade

Cluster	Enterprise, Investment & Trade
Department/Agency	Department of Enterprise, Investment & Trade
Division/Branch/Unit	Hospitality & Racing / Regulatory Operations & Enforcement / Compliance & Enforcement
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	August 2022 (reviewed May 2024)
Agency Website	www.nsw.gov.au/enterprise-investment-trade

Agency overview

The Enterprise, Investment and Trade (EIT) portfolio drives the NSW Government's commitment to economic transformation and thriving communities in NSW.

We bring together the best people across enterprise, investment, trade, the arts, the visitor economy, hospitality and racing.

EIT propels the delivery of investment, business, lifestyle, entertainment and cultural opportunities.

We do this by:

- attracting and supporting future-focused industries such as the clean economy, digital technology, modern manufacturing, health and life sciences, agrifood, the visitor economy, international education, and defence and aerospace
- creating culturally rich communities across NSW, with access to world class cultural institutions
- ensuring a dynamic, fun, safe and responsible hospitality and racing industry, and vibrant 24-hour cities
- catalysing research and development, commercialisation and entrepreneurship through strong partnerships with business and research communities.

[Department of Enterprise, Investment and Trade | NSW Government](http://www.nsw.gov.au/enterprise-investment-trade)

Primary purpose of the role

The Senior Inspector is responsible for undertaking a range of compliance-related activities, including inspections and investigations, across assigned areas of responsibility in order to support the achievement of regulatory objectives.

Key accountabilities

- Undertake a range of compliance-related activities including; conducting and recording/reporting the results of covert and overt inspections, complaints investigations, reviews and audits; case management; gathering, analysing and reporting intelligence data; contributing to the administration of

disciplinary schemes; contributing to the consideration of relevant applications/probity checks, and; taking, preparing documentation/ recommendations and supporting enforcement action including prosecutions.

- Undertake timely, targeted and risk-based inspections (including frequent rostered weekend and late-night deployments) and other activities, including comprehensive desktop reviews, to ensure compliance.
- Provide timely, accurate information and guidance to stakeholders, in relation to compliance and associated matters.
- Prepare and/or contribute to the preparation of timely and accurate reports, correspondence, briefings and submissions relevant to compliance activities.
- Maintain accurate and timely records and systems necessary to support the effective operation and reporting of relevant activities.
- Contribute to research, projects and initiatives associated with the development, implementation and continual improvement of a strategic, risk-based approach to compliance programs.
- Maintain constructive relationships with key stakeholders, including co-regulators and industry stakeholders, in order to optimise outcomes.

Key challenges

- Undertaking compliance activities in an effective, efficient and impartial manner, given the high volume, sensitive and regulatory nature of the work
- Managing multiple and diverse stakeholders with potentially competing priorities
- Interpreting and ensuring the correct application of legislation, policies and procedures

Key relationships

Internal

Who	Why
Reporting Line Manager	• Receive and clarify guidance and instructions and report on progress against work plans • Escalate and discuss issues
Work Team	• Participate in meetings, share information and provide input on issues. • Support team members and work collaboratively to contribute to achieving team outcomes • Develop and maintain effective working relationships and open channels of communication
Internal Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues

External

Who	Why
External Stakeholders	• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues
Vendors/Service Providers and Consultants	• Vendors/Service Providers and Consultants

Role dimensions

Decision making

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

Reporting line

The role accounts and reports to the Manager.

Direct reports

NIL

Budget/Expenditure

Budget and expenditure will be in line with DEIT delegations.

Key knowledge and experience

- Demonstrated experience undertaking a range of compliance related activities in a sensitive and complex environment.

Essential requirements

- Willingness and availability to meet the shift-work requirements of the role.
- 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.
- 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
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	- Be flexible and adaptable and respond quickly when situations change - Offer own opinion and raise challenging issues - Listen when ideas are challenged and respond appropriately - Work through challenges - Remain calm and focused in challenging situations	Intermediate
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	- Represent the organisation in an honest, ethical and professional way - Support a culture of integrity and professionalism - Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct - Recognise and report misconduct and illegal and inappropriate behaviour - Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	- Focus on key points and speak in plain English - Clearly explain and present ideas and arguments - Listen to others to gain an understanding and ask appropriate, respectful questions - Promote the use of inclusive language and assist others to adjust where necessary - Monitor own and others' non-verbal cues and adapt where necessary - Write and prepare material that is well structured and easy to follow - Communicate routine technical information clearly	Intermediate
 Relationships	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

	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

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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	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	Intermediate

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational