

Role Description

Senior Investigator, Probity & Approvals

OFFICIAL



Creative Industries, Tourism,
Hospitality and Sport

Cluster	Creative Industries, Tourism, Hospitality and Sport
Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport
Division/Branch/Unit	Hospitality & Racing / Regulatory Operations & Enforcement / Assurance & Probity
Location	Sydney/Regional NSW
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	August 2024
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

Conduct complex probity investigations and process a range of requests for regulatory approvals across a diverse group of regulated entities and individuals, including in the casino industry and gaming and wagering operators, to achieve Hospitality & Racing's regulatory objectives.

Key accountabilities

- Conduct complex probity investigations and assess complex requests for regulatory approvals, and prepare detailed and accurate reports, correspondence, briefs and submissions.
- Support the development and implementation, including ongoing monitoring of, probity investigations, programs and regulatory approvals programs to ensure Hospitality & Racing's regulatory objectives are met.
- Provide advice and support the development of policy and strategies within Hospitality & Racing to ensure best practice regulation and the continuous improvement of the regulatory regime.
- Assist in the presentation of strategic plans, operational frameworks, committee papers, briefings, and reports to internal and external stakeholders, including proposals for the implementation of innovative regulatory approaches.
- Participate in change management, ensuring that business as usual is maintained during the transition and any changes are effectively integrated into the business.
- Conduct research, analysis and review of complex issues, identifying emerging issues and trends, and developing evidence-based options and strategies, to ensure problems are resolved and risks are mitigated.

Key challenges

- Undertaking regulatory activities in an effective, efficient and impartial manner, given the high volume, sensitive and complex nature of the work.
- Maintaining an operational understanding of liquor, gaming and casino regulation, and current knowledge of local, national, international and inter-governmental practices and trends in approaches to probity investigations and regulatory approvals and recommend options for improvement.
- 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	Engage and communicate with suppliers to facilitate on-time delivery of projects, products and services

Role dimensions

Decision making

This role has some 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 Coordinator – Probity & Approvals.

Direct reports

This role has no direct reports.

Budget/Expenditure

Nil

Key knowledge and experience

- Experience conducting regulatory investigations and administrative decision-making initiatives and programs.

Essential requirements

- Appointment and ongoing assignment are subject to satisfactorily meeting and maintaining requirements to be appointed as an Inspector under relevant legislation.
- 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.

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
	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
	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
 Results	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
 Business Enablers	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
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational