



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Senior Gambling Regulator

### Gambling Directorate, Regulatory Services, PRC

As one of Government's larger regulators, Regulatory Services aims to minimise harm and maximise benefits through effective oversight of anti-money laundering and countering financing terrorism, gambling, anti-spam and censorship regulatory systems. We are a responsive risk based regulator that uses innovation and collaboration to maximise our impact to achieve desired outcomes for New Zealand communities.

The Senior Gambling Regulator is an expert frontline practitioner responsible for the successful delivery of responsive, risk based approaches that ensure regulated communities understands their obligations and that DIA's responsibilities are delivered to standard. The role achieves this by making well-informed decisions, and delivering targeted regulatory activity in licensing, Casino compliance and C4 gambling activities through education, enforcement outcomes, licensing decisions and monitoring of our regulated sector. The Senior Gambling Regulator will be a leader by influence and example to the teams approach.

- **Reporting to:** Manager Operations
- **Location:** Auckland or Wellington or Christchurch
- **Salary range:** Regulatory H

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#### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

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#### How we do things around here – our principles



##### We make it easy, we make it work

- Customer centred
- Make things even better

##### We're stronger together

- Work as a team
- Value each other

##### We take pride in what we do

- Make a positive difference
- Strive for excellence



**Te Tari Taiwhenua**  
**Internal Affairs**

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Assist the Manager to develop and manage the team’s work programme and projects focusing on strategic objectives and outcomes and making best use of available resources</li> <li>• Be a leading subject-matter and technical expert, apply high-level analytical skills and specialist expertise to support appropriate compliance outcomes and licensing decisions</li> <li>• Provide coaching, direction, training and mentoring of other staff, identify skill gaps and interventions to build the team’s capability</li> <li>• Positively engage with change initiatives within the Directorate by leading and advocating the change within the team</li> <li>• Provide robust advice and technical expertise to support effective strategic and business planning</li> <li>• Identify and actively manage business risks, reporting on risk and escalating to Manager as required</li> <li>• Be a key contact to support relationships with stakeholders within the gambling system to identify opportunities to identify emerging risks and develop innovative management responses</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are supported to deliver on a work programme and projects that support the key objectives and outcomes of the team</li> <li>• Support for the Operations Managers in the day-to-day management of the teams work programme</li> <li>• Strategic and business planning is well informed by the team’s operational knowledge and experience</li> <li>• The Manager receives timely alerts to any real or potential business risk</li> <li>• A positive and engaged approach to the change process to embed strategy and set the teams direction</li> <li>• A service delivery ethic and approach in the team</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Delivering Responsive Risk based Regulatory Activities</b></p> <ul style="list-style-type: none"> <li>• Deliver evidence based, thorough, timely and justifiable recommendations around decisions on gambling licences and regulatory interventions</li> <li>• Lead investigations or enquiries including analysing documentation, undertaking site visits, conducting interviews, and produce timely reports to assess levels of practice in the sector.</li> <li>• Make informed decisions and recommendations resulting in effective and proportionate interventions to address non-compliance and encourage best practice</li> <li>• Sanction actions are completed in accordance with relevant policies and processes</li> <li>• Contribute to the identification, collection, and sharing of information and intelligence across the Directorate</li> <li>• Utilise intelligence and analysis capability within Regulatory Services Group to effectively target high risk activity and to develop appropriate compliance interventions for specific regulatory issues</li> <li>• Undertake other tasks the Department may reasonably require</li> </ul>	<ul style="list-style-type: none"> <li>• A body of information and intelligence is available and utilised to inform the team’s compliance activity towards the highest risk entities</li> <li>• Compliance activity is targeted and effective and carried out to a high standard according to relevant procedures and performance indicators</li> <li>• Regulatory practice is responsive to emerging and current risks</li> <li>• Targeted and prioritised operations delivery driven from data, experience, knowledge, and stakeholder feedback</li> <li>• Efficient and effective services</li> </ul>
<p><b>Implementing business improvement and change</b></p> <ul style="list-style-type: none"> <li>• Contribute to the successful and coordinated release of business change/improvement (including products and tools)</li> <li>• Lead or contribute to projects/initiatives that support the development of/or bedding in of new and/or innovative processes and procedures that grows our regulatory practice</li> <li>• Lead or contribute to projects to deliver priority initiatives using appropriate project management disciplines and utilising co-designing/co-produced practices where appropriate</li> <li>• Contribute to assessment of in-place procedures and workflow to find ways to improve the we operate</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities for business improvement are actively identified, assessed, evaluated and decision makers are well advised on potential interventions.</li> <li>• Sector and staff express satisfaction with business improvement changes.</li> <li>• Collaboration on projects takes place within and across Regulatory Services, Internal Affairs, Government agencies, and international regulatory bodies</li> <li>• Systems, services and interventions are effective, appropriate and responsive to the regulatory environment</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Investigations</b></p> <ul style="list-style-type: none"> <li>Assess complaints, intelligence and compliance monitoring information and make recommendations on whether investigations are required</li> <li>Follow agreed protocols for referral of serious and complex investigations to the Investigation team</li> <li>Carry out investigations, or assist Investigations team, in accordance with relevant processes</li> </ul>	<ul style="list-style-type: none"> <li>Decisions to conduct investigations are evidence based</li> <li>Investigations are conducted to a high standard according to relevant processes and performance indicators</li> </ul>
<p><b>Relationship Management and Communications</b></p> <ul style="list-style-type: none"> <li>Build effective relationships and manage effective communications with stakeholders to understand what drives behaviour and to appropriately influence compliance, best practice, harm minimisation and the Department's reputation as an effective regulator</li> <li>Engage positively and build relationships with management and staff within the Directorate, across the wider Regulatory Services Group, and with partner agencies, in order to share information and contribute to a coordinated and consistent approach to regulation.</li> <li>Conduct stakeholder meetings, prepare and deliver presentations to stakeholder groups, and take opportunities for informal education of the sector, providing sound and lawful advice</li> <li>Identify relevant issues and participate in or lead sector discussion and education to build capability and understanding of Sector</li> <li>Actively work to understand diverse business practices and cultures across the sector and engage appropriately to demonstrate sensitivity where cultural differences or languages are present.</li> </ul>	<ul style="list-style-type: none"> <li>Sector stakeholders report that they are well-informed of, and well supported to comply with, their responsibilities under the relevant Act</li> <li>The team has built and utilised positive relationships internally and externally to achieve its outcomes.</li> <li>The team is held in high regard within Regulatory Services, DIA and by partner agencies.</li> <li>Knowledge of the sector is current and shared with the Regulatory Services Group</li> <li>Innovations and pressure points in the sector are identified and understood</li> </ul>
<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>Alert manager to any risks (real or potential) that may impact on the team's ability to meet its deadlines, goals, commitments to others, or damage the Department's reputation</li> <li>Contribute to or lead the development of effective risk mitigation strategies</li> </ul>	<ul style="list-style-type: none"> <li>The Manager receives timely alerts to any real or potential risks</li> <li>Risks are managed in accordance with agreed risk management strategies</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <li>Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Director and Deputy Director	✓	✓	✓	✓		✓
	Manager Operations	✓	✓	✓	✓		✓
	Practice Leaders	✓	✓	✓	✓		
	Legal Services	✓	✓	✓	✓		
	Other staff within Regulatory Services	✓	✓	✓	✓		
External	Other government departments and agencies	✓	✓	✓	✓		
	International regulatory/enforcement agencies	✓	✓		✓		
	Reporting entities, sector interest groups and providers	✓	✓	✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil
Statutory powers	Gambling Act 2003 in accordance with the departmental delegations policy and delegations schedule

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">Specialist</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Problem solving</li> <li>• Critical thinking</li> <li>• Interpersonal savvy</li> <li>• Navigating complexity</li> <li>• Communicating with influence</li> <li>• Technical and specialist learning</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience/qualifications in one or more of the following: business compliance monitoring/audit/investigation; criminal/fraud investigation; accounting; risk management; business analysis or law</li> <li>• Proven experience working in a risk-based regulatory and compliance function/role</li> <li>• Experience in providing training, coaching and mentoring to staff/colleagues</li> <li>• Demonstrated experience in understanding and applying modern regulatory practice and decision making</li> </ul> <p><b>Knowledge:</b> Sound understanding of modern regulatory practice</p> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Ability to interpret legislation and other technical information and apply it in an operational context</li> </ul>

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li>• Demonstrated ability to plan and organise work programmes or projects, and workloads effectively</li><li>• Ability to engage and influence a diverse range of stakeholders</li><li>• Good computer literacy skills</li><li>• Sound oral and written communication skills</li><li>• Shows drive, enthusiasm, self-motivation and initiative</li><li>• Takes a planned approach but responds with agility and flexibility to change</li><li>• Thinks creatively and makes a positive contribution to solution development and implementation</li><li>• Demonstrates commitment and resilience in the face of challenges</li><li>• Is willing to take responsibility and take accountability for actions taken</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A relevant tertiary qualification is highly desirable</li><li>• 20 years of age or over as entry to casinos may be required.</li><li>• Ability to obtain police and credit clearance, and an appropriate level of security clearance may be required</li><li>• A current full driver's licence is required</li><li>• Willingness to undertake fieldwork and travel</li><li>• This position is expected to be appointed as a Gambling Inspector under the Gambling Act 2003 (and has the powers and is subject to the restrictions associated with this statutory role)</li></ul>