

# Job description

Haere mai

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

## Gambling Regulator

### Gambling, 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 Gambling Regulator delivers responsive, risk-based approaches that ensure regulated communities understand their obligations and that DIA's responsibilities are delivered to standard. The Gambling Regulator makes well-informed decisions, and delivering targeted regulatory activity through education, enforcement outcomes, licensing decisions and monitoring of our regulated sector.

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

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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>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, and the Department’s reputation as an effective regulator</li> <li>• Engage positively and build relationships within the Directorate, across the wider Regulatory Services Group, and with partner agencies</li> <li>• Engage in stakeholder meetings, help prepare and deliver presentations, and take opportunities for informal education of the sector, providing sound and lawful advice</li> <li>• Identifies relevant issues and participate in sector discussion and education to build capability and understanding of Sector</li> <li>• Seek to understand diverse business practices and cultures across the sectors and engage appropriately to demonstrate sensitivity where cultural differences or languages are present</li> </ul>	<ul style="list-style-type: none"> <li>• Sector will receive good information on how to comply with their responsibilities and are supported to engage in good practice</li> <li>• Effective working relationships with internal and external stakeholders</li> <li>• Staff provide knowledgeable responses to enquiries and demonstrate an understanding of issues faced by the Sector.</li> <li>• Information is accessible by a diverse range of sector groups</li> <li>•</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 and decisions on gambling licences and regulatory interventions</li> <li>• Undertake or contribute to investigations or enquiries including analysing documentation, undertaking site visits, conducting interviews, and producing timely reports to assess levels of practice in the sector</li> <li>• Make informed decisions and recommendations on interventions to address non-compliance and encourage best practice</li> <li>• Contribute to projects, business planning and improvement, and risk assessments/tools, focusing on key objectives and outcomes and making the best use of available resources</li> <li>• Build/maintain subject matter and technical expertise, including an understanding of the Department’s role within the New Zealand systems and wider context.</li> <li>• Contribute to the identification, collection, and sharing of information and intelligence across the Directorate</li> <li>• Contribute to the development of effective risk mitigation strategies</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance activity is targeted and effective and carried out to a high standard according to relevant procedures and performance indicators</li> <li>• Information and intelligence appropriately recorded and shared</li> </ul>
<p><b>Investigations</b></p> <ul style="list-style-type: none"> <li>• Conduct preliminary interviews and investigative activities as well as conduct assigned inquiries</li> <li>• Participate in investigations, or assist Investigations team, in accordance with relevant processes, if required</li> <li>• Follow agreed protocols for referral of serious and complex investigations</li> </ul>	<ul style="list-style-type: none"> <li>• Investigations are conducted to a high standard according to relevant processes and performance indicators</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 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	Manager Operations	✓	✓	✓	✓		✓
	Other Regulatory Services staff	✓	✓	✓	✓		
	Legal Services	✓	✓	✓	✓		
External	Minister of Internal Affairs	✓			✓		
	Other government 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 in risk-based compliance monitoring/audit; criminal/fraud investigation; accounting; risk management; law</li> <li>• Competence in investigations in preparation of evidential or factual accounts to support recommendations</li> <li>• Demonstrated experience in and understanding of modern regulatory practice and decision making</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• A good understanding of regulatory and compliance functions and purpose</li> <li>• understanding of the public sector environment</li> </ul> <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> <li>• Ability to engage with and influence a diverse range of stakeholders</li> <li>• excellent verbal and written communication skills</li> <li>• Good computer literacy skills</li> <li>• Shows drive, enthusiasm, self-motivation and initiative independent of the direction of</li> </ul>

Your success profile for this role	What you will bring specifically
	<p>others</p> <ul style="list-style-type: none"><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 be personally held to account</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• A relevant tertiary qualification is highly desirable.</li><li>• You will be expected to obtain a suitable regulatory qualification such as G-Reg or similar within 3-months of commencing this role</li><li>• 20 years of age or over as entry to casinos and licensed premises may be required.</li><li>• The appointee will be subject to police and credit clearance before an appointment is made.</li><li>• A current full driver's licence is desirable.</li><li>• You will comply with any applicable statutory or other restrictions on gambling</li><li>• Ability to obtain and retain appropriate security clearance, if required.</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>