Job Description Form – General Manager Liquor Control and Compliance

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| **Position number:** | 15745 & 16510 | **Classification:** | Level 8 |
| **Division:** | Racing Gaming and Liquor | **Branch/section:** | Liquor Control and compliance |
| **Reports to:** | 15123 - Executive Director Racing Gaming and Liquor | **Direct reports:** | 5 |

Position purpose

This position is responsible for leading and managing the Liquor Control and Compliance Branch to ensure organisational and legislative responsibilities are executed effectively. The General Manager has responsibility for managing sometimes complex and challenging liquor licensing matters. The position lead and develops a multi-disciplinary, customer focussed team by providing a clear sense of direction and purpose, and setting expectations. The position monitors delivery against departmental objectives and delivers on regulatory objectives to lead the audit and inspection program. The position develops and maintains key relationships at the national, state and departmental level, across a broad spectrum of topics, is highly responsive and provides high level support and advice to Executives.

Context

The Racing, Gaming and Liquor team regulates and maintains the integrity of all lawful racing, gambling, and liquor activities in the state by providing guidance for industry to maintain compliance with relevant legislation for the benefit of all Western Australians.

Responsibilities

1. Organisational excellence

* Provide high level advice, executive support and good governance to support the strategic direction of the department and whole of government policy and direction.
* Participate collaboratively as a member of the senior leadership team, within the Division, and as a member of the organisational committees.
* Challenge processes and practice to foster an environment that mitigates risks, is integrity driven and encourages innovation and change for intelligent improvement.

1. Leadership and Innovation

* Ensures that structures, processes and resource allocations provide that all timeframes and deadlines are met.
* Is responsible for the management of the human and physical resources within the branch to ensure that services are provided within budgetary, legislative, sector and organisational frameworks.
  + Provide a leadership style that: encourages and fosters a values-based team culture, a culture of continuous capability development, learning opportunities, empowerment, appropriate delegation, commitment and innovation; establish clear performance standards and monitor work output on a regular and ongoing basis.
  + Lead the development of high-quality compliance reports and statutory instruments.
  + Maintain records, including compliance plans, actions and decisions.
  + Provide accurate and timely specialist advice on compliance matters for executives.
  + Undertake additional duties within the skill and scope of position capabilities and departmental needs.

1. Compliance monitoring, audit and inspection activities

* Lead contemporary compliance monitoring, audit and inspection programmes and processes in accordance with legislation, relevant standards and identified best practice.
  + Monitor the environment, to actively gather, collate, and analyse relevant information for the activities, industries, and entities we regulate.
  + Consider trends, monitor, and maintain intelligence and actively develop evidence-based priorities for compliance monitoring, audit, or inspection activities that identify, mitigate and control for strategic, thematic and individual risks and issues.
  + Maintain a high level of knowledge and expertise in relation to the management of compliance activities under the relevant legislation.
* Exercises delegated authority and statutory powers in determining highly complex and contentious matters under the Act and provides written reasons for determination.

1. Communication and Stakeholder engagement
   * Represent the Department at national, state and local level on committees, or industry forums as required in an appropriate and informed matter; liaise and consult with internal and external stakeholders to build and maintain collaborative working relationships to achieve expected outcomes on contentious or priority matters.
   * Deliver reviews in to complex and contentious issues; lead discussions and meetings with others, analyse information, consider options, develop practical solutions and use discretion in relation to sensitive issues, including the management of projects, project teams and contractors.
   * Manages and maintains industry and public education, training and promotional materials.
   * Assists with Branch website content, media, and public interactions on policy and control.
   * Prepares and provides formal advice, briefings, Parliamentary queries, letters and responses on behalf of the Directorate, Department and Minister.
2. Adheres to Work Health and Safety, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.
3. Perform any other duties as assigned or necessary to support the objectives of DLGSC.

Selection Criteria

This section outlines the necessary minimum requirements, in relation to the knowledge, skills, experience and qualifications required to perform the duties of the position.

## Essential

1. Demonstrated experience in efficiently managing resources including human, physical, financial, technical and information, to meet organisational objectives.
2. Extensive experience in a regulatory and compliance field, with demonstrated ability to administer legislation and deliver outcomes in a regulatory setting.
3. Comprehensive knowledge of the principles and practices of administrative law.
4. Possess high level ability to interpret legislation, policies, procedures and guidelines, and research law applicable to the delivery of compliance audit and inspections.
5. Excellent verbal and written communication skills, including being able to negotiate persuasively and build influential relationships and represent the Department at a high level.

## Desirable

1. A tertiary, or other qualifications in a relevant discipline management, compliance, investigations or regulations.
2. Extensive knowledge of the liquor industry, and/or the relevant Acts and regulations.

## Leadership expectations

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](https://www.wa.gov.au/organisation/public-sector-commission/leadership-expectations) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

This role falls under the **Multiple Area Leader** context.

Special conditions

* The position will be expected to work outside normal working hours when operationally required, and undertake regional travel.

Pre-employment requirements

All department positions require a current Criminal History Check (National Police Certificate or equivalent) and 100-point Identification Check prior to commencement.

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| Registration date | 29 May 2025 |