

Role Description

Inspector



Cluster	Department of Enterprise Investment and Trade
Agency	Greyhound Welfare and Integrity Commission
Division/Branch/Unit	Racing and Integrity
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	599599
PCAT Code	21113
Date of Approval	December 2023

Agency overview

The Greyhound Welfare and Integrity Commission (GWIC) is an independent statutory body, constituted by the Greyhound Racing Act 2017. GWIC is responsible for the supervision and regulation of the NSW greyhound racing industry, upholding high animal welfare standards, overseeing the integrity of greyhound racing, and monitoring and enforcing compliance with regulations, policies, participant behaviour, and the Code of Practice.

GWIC plays a vital role in building trust in the NSW greyhound racing industry through the development and implementation of an enforceable Code of Practice for greyhound welfare and the Greyhound Racing Rules, development, and operation of whole of life cycle tracking system for registered greyhounds and a comprehensive registration and accreditation scheme for industry participants. As a government regulatory body, GWIC personnel are expected to uphold and model the ethical and professional expectations across all aspects of their roles.

Primary purpose of the role

Contribute to a range of compliance-related activities, including inspections and investigations, and provide technical and educational advice to enhance compliance standards and monitor participants adherence of all welfare aspects of the industry regulations.

Key accountabilities

- Assist with proactive responsive property and kennel inspections to ensure industry adherence to greyhound racing regulations and relevant animal welfare regulations such as POCTA.
- Assist with undertaking investigations when required through the collection of evidence and interviews and prepare timely and accurate notes for referral to other teams within the agency and a commitment to GWIC organisational priorities.
- Resolve breaches and offences in accordance with policies and operational guidelines while demonstrating a high level of integrity, ethics, and due diligence.
- Prepare Work Directions to correct non-compliance issues and prepare recommendations for targeted enforcement action or referral to external agencies in response to more serious breaches, such as potential criminal matters to resolve breaches and offences in accordance with policies and operational guidelines and ensure compliance to industry regulations.
- Provide technical and educational advice to industry participants to increase awareness of the greyhound racing regulations and the code of practice, to enable participants to meet compliance standards.
- Maintain accurate records and provide timely reporting in relation to inspections and compliance issues and respond to correspondence and complaints within the required timeframes and expected standards.

Key challenges

- Maintain a detailed and current knowledge of rules, regulations, and operational guidelines, and apply them in an impartial manner with an educational focus, in a highly regulated industry.
- Undertake compliance activities in an effective, efficient, and impartial manner, while upholding the values and ethics of GWIC
- Balance compliance and educational responsibilities, while upholding professional standards with a diverse range of industry participants.
- Have demonstrated high level written and verbal communication skills and be able to work effectively across a diverse participant population.
- Can travel and work overtime when required, to ensure a strong inspectorate presence and complete coverage of the state of NSW Contribute to a strong team culture, while also having strong self-motivation to work independently in diverse and flexible settings.
- Always uphold the Workplace Health and Safety guidelines of GWIC.

Key relationships

Who	Why
Internal	
Senior Inspector	• Receive guidance and direction regarding business, operational priorities, and risks. • Provide information and/or progress reports; escalate important issues, particularly those that may affect precedent or service delivery. • Receive feedback regarding performance.
Work Team	• Share information and seek advice. • Collaborate to deliver professional, timely and quality client service. • Establish and maintain positive and supportive relationships.
Manager Probity and Investigations, Investigation and Enforcement team, Stewards	• Establish and maintain a collegiate working relationship. • Collaborate to schedule routine inspections and follow-up visits. • Submit accurate and timely information for processing and subsequent recordkeeping.
External	
RSPCA, law enforcement agencies, Council Rangers, and animal welfare groups	• Establish and maintain professional working relationships. • Liaise regarding animal welfare issues and/or potential offences. • Submit accurate and timely information / evidence in accordance with legal and statutory requirements.
Greyhound Racing NSW	• Build and maintain effective working relationships and networks to
Greyhound owners, trainers, and other industry participants	• Liaise in a professional manner during day-to-day inspections and follow-up visits. • Provide advice and education regarding compliance standards.

Role dimensions

Decision making

This role at times requires ability to work autonomously and exercise professional judgement and initiative in prioritising day-to-day activities with the support of management. Inspectors consult with the Associate Director for Investigations and Compliance to determine whether contact with external agencies regarding significant / serious breaches or potential criminal offences is required. Inspectors require a robust understanding of a broad framework of operational guidelines, industry Codes of Practice, rules and regulations, and precedents set by previous work for all complex or extraordinary matters. Inspectors work closely with all compliance related teams of GWIC, primarily the Investigations personnel and may have opportunities to work with racing stewards of

Reporting line

Senior Inspector / Associate Director Investigations and Compliance

Direct reports

This role has no direct reports.

Budget/Expenditure

As per GWIC delegations

Key knowledge and experience

Experience undertaking compliance-related activities within a sensitive and/or high-volume regulatory environment.

Essential requirements

Incumbents will need to meet requirements to be appointed as an Inspector under *the Greyhound Racing Act 2017*. Under Section 68 of the *Greyhound Racing Act 2017* you are ineligible for appointment as an inspector of the Greyhound Welfare and Integrity Commission if you are or have at any time been.

- a greyhound racing industry participant, or a proprietor of a greyhound trial track, or
 - a racing official or a member of a greyhound racing club, or a Director of the Board, or
 - a member of GRNSW as constituted under the former Act, or a member of staff of GRNSW, or
 - a person belonging to a class of persons prescribed by the regulations.
- Appointment and ongoing assignment are subject to the satisfactory participation in mandatory preemployment and ongoing probity screening, in accordance with the GWIC framework.
 - Satisfactory Conflict of Interest check
 - Current valid Driver's License
 - Willingness to travel and work evenings, weekend, and public holidays under shift provisions.
 - Willingness and capacity to work with animals.

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

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
	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	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
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts.	• Use facts, knowledge, and experience to support recommendations. • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders. • Identify others' concerns and expectations. • Respond constructively to conflict and disagreements and be open to compromise. • Keep discussions focused on the key issues.	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes.	• Seek and apply specialist advice when required. • Complete work tasks within set budgets, timeframes, and standards • Take the initiative to progress and deliver own work and that of the team or unit. • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals. • Identify any barriers to achieving results and resolve these where possible.	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy, and guidelines	• Proactively change or adjust plans when needed • 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	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• Use financial and other resources responsibly • Understand project goals, steps to be undertaken and expected outcomes. • Plan and deliver tasks in line with agreed project milestones and timeframes. • Check progress against agreed milestones and timeframes and seek help to overcome barriers. • Participate in planning and provide feedback on progress and potential improvements to project.	Foundational
		processes	

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.

COMPLEMENTARY CAPABILITIES

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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences, and perspectives.	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond. flexibly to changing circumstances.	Intermediate
	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.	Foundational
	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