

Position description

Position title	Chief Executive Officer
Position number	GC1001
Division	Office of the Chief Executive Officer
Classification VPS grade	SES3
Employment status	Statutory Appointment (up to 5 years)
Position reports to	Chairperson
Location	Level 4, 12 Shelley Street, Richmond, 3121

About the VGCCC

The Victorian Gambling and Casino Control Commission (VGCCC) is the independent regulator of Victoria's gambling industry. In everything we do – from licensing and monitoring compliance, to education and enforcement – we aim to ensure **integrity, safety and fairness** for all.

- **Integrity:** We expect gambling operators to be honest, trustworthy and transparent. We hold them accountable for understanding their legal and social obligations and for complying with the spirit, and not just the letter of the law. We work to ensure they are actively preventing and operating free from criminal influence and exploitation.
- **Safety:** We put the safety of Victorians and visitors to Victoria at the centre of all we do. We boldly use our strong powers to keep people as safe as possible from gambling harm and to ensure gambling operators proactively do the same.
- **Fairness:** We take a broad approach to ensure the gambling industry is fair for all. That starts with ensuring games, odds and venue locations do not unfairly target vulnerable people and populations and extends to improving the way consumers are informed.

We work in a complex and challenging space. But all our staff are united in the knowledge that we can make a difference for the community we serve. That's why it's important to us that all employees share our common values:



[Learn more about the VGCCC and the work we do](#)

DIVISIONAL AND TEAM OVERVIEW

The VGCCC is an independent public sector agency which operates under a Commission structure. Commissioners have dual roles as statutory decision makers and they operate as a board of directors of a public sector agency.

The Chief Executive Officer (CEO) is appointed by the Commission in consultation with the Minister and is responsible for leading and managing all aspects of the organisation supported by an executive team. The CEO is also supported by the Office of the CEO (OCEO) comprises the Strategic Adviser, Executive Co-ordinator, Senior Executive Assistant and the Communications & Engagement team.

The OCEO is responsible for key strategic relationships with government, other agencies and industry stakeholders. The office facilitates the provision of information and advice to government and manages issues as they arise. It is also responsible for leading risk and compliance monitoring in accordance with the VGCCC's risk management framework.

ROLE CONTEXT

The CEO leads approximately 220 staff across two work locations – Richmond and the Casino. As the primary contact between management and the Commission, the CEO works collaboratively with the Commission and establishes governance and management policies and processes and regularly reports to the Commission detailing the plans and performance of the organisation to achieve its objectives and priorities.

The purpose of the CEO role is to:

- Create and maintain the desired organisational culture by embedding agreed values and behaviours;
- Ensure the organisation has the capacity and capability to deliver what has been agreed and is expected, through the right people in the right roles working with the right systems and processes;

Demonstrate leadership and direction on how the regulatory activities of the organisation are performed in line with relevant legislation, regulations and industry standards:

- Foster engagement with external and internal stakeholders to achieve desired outcomes;
- Drive the continued evolution of the organisation's strategy and corporate plans through to implementation of agreed priorities.

KEY ACCOUNTABILITIES

- Manage the overall operations and resources of the organisation including establishing and maintaining effective internal controls.
- Operate in an open and honest way, live up to the highest ethical standards, and apply the utmost care and prudence in the running of the VGCCC.
- Uphold the highest standards of honesty and impartiality and ensure that both the performance of official duties and the arrangement of private affairs can bear the closest public scrutiny.
- Be fully compliant with and undertake the CEO role consistent with the public-sector values (Section 7 of the *Public Administration Act 2004*), Public Sector Code of Conduct, VGCCC Conflict of Interest, Declaration of Private Interest, Conduct and Ethics policies and guidelines. Review these policies when undertaking the CEO's responsibilities.
- Undertake the functions of the Accountable Officer as prescribed within the Standing Directions under the *Financial Management Act 1994* (as amended from time to time)
- Provide responsible leadership that is transparent in a fiscally constrained environment.
- Lead an Executive Management Team that operates with pride, trust and a spirit of cooperation and collaboration.
- Strengthen organisational capability and maturity through a strong commitment to staff engagement and development and by being an exemplar communicator.

- Fulfil the public-sector commitment to transparent, merit-based appointments and help ensure gender parity.
- Cultivate an organisation that undertakes considered recruitment that is inclusive of minority groups and attracts high calibre candidates.
- Communicate a clear organisational vision, articulating clear performance expectations and assist staff to achieve their goals and targets.
- Deliver services of value and of a high standard to meet the expectations of those the organisation serves.
- Build strong partnerships with VGCCC stakeholders and industry, work across networks to achieve better results and increase its influence as a regulator.
- Establish processes to track and report on the progress of VGCCC commitments, assess the effectiveness of its work and align its resources with priorities.
- Act as a media spokesperson for the VGCCC, ensuring that all public statements and media communications are consistent, accurate and aligned with organisational strategic objectives.
- This role is a member of the Crisis Management Team as defined in the VGCCC Business Continuity Plan.

SPECIAL REQUIREMENTS

- N/A

QUALIFICATIONS

- An appropriate qualification or equivalent experience in the fields of public policy, regulation, law or commerce would be advantageous.

KEY SELECTION CRITERIA

Technical expertise

- Extensive experience as a senior executive and agent of organisational change in complex regulatory or service delivery operational environments
- Extensive understanding of regulatory, licensing, legislative and /or relevant legal framework, operations and issues
- Ability to operate within a government environment that is characterised currently by focusing on reducing cost, red tape and driving efficiency
- Understanding of Government objectives, strategies, policies, processes and techniques and standards
- Highly developed conceptual and analytical skills, including demonstrated ability to provide high level authoritative strategic and operational policy advice
- Experience working with a Board.

CORE CAPABILITIES	PROFICIENCY LEVEL DESCRIPTOR
Work Together	Build a culture of collaboration, forming collaborative relationships to generate new ideas, and approaches for strategic challenges. Communicate to ensure alignment of the organisation's culture and values with a wider political, environmental, social and technology outlook. Work with experts, senior professional and policy makers to identify and address system-wide issues of mutual concern.
Adaptive Mindset	Create a climate which encourages and supports openness, persistence and genuine debate around critical issues. Demonstrate self-awareness to make appropriate evaluative judgements across a range of issues. Enhance business capacity to challenge and adapt to new perspectives and ideas. Persist and overcome obstacles to reach ambitious long-term personal and professional goals.
Accountability and Outcomes	Ensure operating and delivery models are designed in way that create positive impact on organisational performance and community outcomes. Foster a culture of shared accountability and transparency by formulating strategies that are measurable, with processes to report and monitor organisational performance. Demonstrate leadership and influence in driving future results across the organisation.
Stakeholder Relationships and Influence	Build connections that create enduring long-term strategic partnerships. Identify and manage a range of complex and often competing stakeholder needs. Anticipate how changes in regulatory and government priorities may impact stakeholders and manages relationships accordingly. Secures support from stakeholders to inform and support future goals and priorities.
LEADERSHIP CAPABILITIES	PROFICIENCY LEVEL DESCRIPTOR
Leadership	Champion an organisational culture that inspires commitment and engagement. Shape strategy and champion new opportunities for growth. Harnesses capability to deliver on purpose, strategic goals and values. Continually reevaluate the environment to understand and respond to trends, risks and ways of working.
Performance	Drive organisational and system performance and adopt a continuous improvement approach, identify and foster talent and build individual, team and divisional capability to maximise potential and performance.
Stewardship	Drive the strategic direction of the VGCCC to meet the VGCCC's mandated requirements and work to strategically position the VGCCC to forecast, define, shape and adapt to future needs.
PERSONAL QUALITIES	PROFICIENCY LEVEL DESCRIPTOR
Integrity	Executives are required to make decisions that are genuine, fair and ethical in their execution and ensure decisions, judgements and actions taken by the VGCCC align with Commission values.
Communication	Strong communication skills (written and verbal) and interpersonal skills combined with a demonstrable ability to both collaborate and encourage others to collaborate at all levels and be the organisational champion for diversity and equality.

OH&S Work Environment Assessment

Position number: GC1001

Position title: Chief Executive Officer

We are committed to protecting our employees' health, safety and wellbeing.

To make sure we don't put anyone at risk, we are clear on the key activities that our employees may be required (or allowed) to undertake as part of their work. This is also why we ask prospective employees if they have any pre-existing injury, illness, disease, or condition that may be affected by undertaking these key activities.

ELEMENT	KEY ACTIVITY OF THE ROLE	FREQUENCY
Work environment	Manage demanding and changing workloads and competing priorities	Regularly
	Work office hours with the possibility of extended hours and 'on call' duties	Occasionally
	Undertake shift work	N/A
	Work in open plan office	Daily
	Work in building which may be multi storey	Daily
	Sit at computer or in meetings for extended periods	Daily
	Work in a team environment and at times	Daily
	Work in locations visited by the general public where restrictions on smoking are not in place	N/A
	Work in locations geographically separated from	N/A
	Manual handling	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, supporting) of equipment
People contact	Interact with clients/members of the public who could display verbal or physically challenging behaviour and/or the full range of emotional expressions	N/A
	Undertake supervisory activities	Daily
Administrative tasks	Undertake administrative tasks including intensive computer/keyboarding work, filing, writing, participating in meetings, concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, video, electronic whiteboards, drill presses and	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	N/A
	Use public transport including trains, buses, trams and taxis	Occasionally

Important information

We look for candidates who believe in, and would stand by:

- ❖ **Our Purpose:**
to ensure integrity, safety and fairness for all.
- ❖ **Our Values:**
Work together, Act with integrity, Respect other people, Make it happen, Act with courage and confidence.
- ❖ **The Environment:**
minimising our impact on the environment through sustainable practices in our workplace and activities.

Conduct and Ethics

The Victorian Public Sector Code of Conduct applies to all VGCCC staff.

Employment Conditions and Salary

Employment conditions and entitlements are in accordance with the current Victorian Public Sector Commission Executive Employment Handbook. Please refer to the Victorian Public Service Commission website (www.vpsc.vic.gov.au) for further information regarding Executive Officer contracts.

Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.

Health and Safety

Safety is everyone's responsibility at VGCCC.

Information Handling and Privacy

We collect and handle personal information relevant to your employment, consistent with the Information Privacy Principles in the *Privacy and Data Protection Act 2014* (Vic).

Probity

Employment will be subject to evidence of the right to work in Australia i.e passport or birth certificate, National Criminal History Record Check, fingerprinting and satisfactory reference checks.

Some of our roles also require a fingerprint check.

Pre-employment Screening of Misconduct

Applicants may be required to undergo pre-employment screening as part of the recruitment process. For further information, please refer to the [Victorian Public Sector Commission website pre-employment screening policy](#).

Conflict of Interest and Declaration of Private Interests

We require employees to sign conflict of interest and declaration of private interest forms. You may be precluded from consideration for this position if you have a private interest or relationship that constitutes a conflict of interest under the Conflict of Interest policy and cannot be reasonably managed.

How to apply

The VGCCC is partnering with SHK Asia Pacific on this search. Applications are to be submitted online by visiting www.shk.com.au/jobs and scroll to this opportunity (online applications are preferred).

Submit your CV (in Microsoft Word format, no more than five pages) and a concise cover letter (one page or an email), broadly addressing your proposition for the role.

You are not required to separately address the Key Selection Criteria. Your CV (résumé) should demonstrate achievements commensurate with the position description. All documents are to be attached in Microsoft Word format. Please retain this Position Description for reference

For more information after reviewing this position description and submitting your CV, please contact Penny Wilson, Senior Partner, SHK on email penny.wilson@shk.com.au (quote #2769664 and the role title in the subject line) or call +61 3 434 589 284, noting that call backs may be out-of-hours in the evening and may take several days. Alternatively, until 24 December 2024, please contact Beatrice Hart, Associate (part-time), SHK on +61 417 947 028 or via email at beatrice.hart@shk.com.au

Indicative close date is **12 January 2025**.

Please note, there is a concurrent search and selection processes may take some time and may include multiple review stages, panel interviews and meetings. These may be conducted over the next months. Candidates may be contacted by email or phone, including voicemail message during the summer/New Year period.

Direct and third-party applications will be forwarded to SHK. Referees will only be requested and contact at the time they are required, after initial stages of this process are completed.

Probity checks must be completed in full before you can be considered for appointment. There are specific probity requirements for this role, and you may be asked for particular information outside standard details, if this is relevant. Being considered for appointment must remain confidential throughout the period, prior to formal endorsement.

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes and this will be shared with the organisation facilitating the appointment. For more information on SHK Asia Pacific's privacy policy, please see <https://www.shk.com.au/privacy-policy>.

Working With Us

We offer more than just a job, we provide a purpose driven career that makes a real impact in minimising harm to the Victorian Community. By joining us, you will play a key role in ensuring integrity, safety and fairness across the gambling industry.



Learning and Development

As an employee, you will work with passionate professionals dedicated to upholding the highest standards of regulatory excellence.

We foster a culture of continuous professional development and will provide you with on-the-job experiences, formal learning, coaching and mentoring to support you to succeed in your current role and allow you to continue to grow professionally.



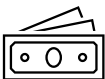
Flexibility

We acknowledge the importance of work life balance and work a hybrid model of three days in the office as our default position.

Our people can request a different flexible work arrangement at any point during their career which will be considered based on individual needs and position within the organisation.

Flexible arrangements include:

- Variable Hours
- Compressed Work Week/Fortnight
- Part Time Arrangements
- Remote Working



Other Benefits

The myki commuter club provides a 10% discount on yearly myki passes. We also offer novated leasing and salary packaging which allows you to finance a new or used car by making repayments from your pre-tax salary under a salary sacrifice arrangement.

Health, Safety and Wellbeing

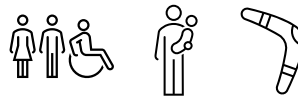


We prioritise the health and happiness of our people by providing initiatives that support well-being and psychological safety.

The Employee Assistance Program (EAP) assists our people in resolving personal problems that may be negatively impacting their day to day life and workplace performance.

The family assistance program also provides counselling and mental health coaching for family members needing support across personal and/or lifestyle concerns.

Diversity and Inclusion



We value diversity and inclusion and embrace different perspectives and experience as we understand that this shapes our workplace culture.

Our values reflect how we act, make decisions and behave which creates an environment where everyone feels valued, respected and empowered to reach their full potential.

We want our workforce to reflect the diverse community in which we live. We continually seek to attract and retain a diverse workforce which includes people of all genders, ages, religions, disability, sexual orientation, family and caring responsibilities, and cultures including people of Aboriginal and Torres Strait Islander heritage.