

Role Description

Intelligence Analyst (Wagering and Form Analyst)



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|---------------------------|---|
| Cluster | Customer Service |
| Agency | Greyhound Welfare and Integrity Commission (GWIC) |
| Division/Branch/Unit | Compliance & Enforcement |
| Classification/Grade/Band | Clerk Grade 7/8 |
| ANZSCO Code | 224411 |
| PCAT Code | 1136892 |
| Date of Approval | September 2020 |

Agency overview

The Greyhound Welfare and Integrity Commission is an independent statutory body, constituted by the *Greyhound Racing Act 2017*. The Greyhound Welfare and Integrity Commission is responsible for the supervision and regulation of the NSW greyhound racing industry, including upholding high animal welfare standards, overseeing the integrity of greyhound racing, and monitoring and enforcing compliance with its regulations.

The Greyhound Welfare and Integrity Commission plays a vital role in rebuilding trust in the NSW greyhound racing industry through the development and implementation of an enforceable code of practice for greyhound welfare, enforcement of the Greyhound Racing Rules, development and operation of whole of life cycle tracking system for greyhounds and a comprehensive licensing and accreditation scheme for industry participants.

Primary purpose of the role

Monitors betting activity and detects suspicious wagering activity that may be detrimental to the conduct and integrity of the greyhound racing industry. The role undertakes intelligence analysis activities to support the investigation and stewarding functions undertaken by the Commission.

Key accountabilities

- Monitor wagering activity to identify and report unusual wagering activity in order to ensure the integrity of greyhound racing
- Monitor races and wagering, cognisant of greyhound racing form and traits, to identify and report on anomalies to ensure the integrity of greyhound racing
- Build and maintain relationships with key stakeholders to support information flow and influence compliance activities
- Contribute to the development and management of information management systems and databases to provide reports and analysis and support decision making
- Contribute to the development and implementation of quality assurance and governance frameworks and processes to ensure the integrity and accuracy of data
- Manage the delivery of detailed and informed analysis across the Commission to inform key stakeholders and achieve organisational objectives
- Deliver timely, accurate and outcomes-focused intelligence to support, inform and influence tactical, operational and strategic decision making

Key challenges

- Maintaining integrity, confidentiality and security of information in dealings with a wide range of stakeholders in a complex and sensitive environment with conflicting expectations and perspectives.
- Managing relationships with external agencies with sensitivity to relationships.
- Assisting in the timely collection and dissemination of accurate information and intelligence in a high- volume work area with competing priorities.

Key relationships

| Who | Why |
|---|--|
| Internal | |
| Senior Intelligence Analyst | <ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions • Identify sensitive issues, risk and opportunities and recommend potential solutions • Provide regular updates on key projects and priorities • Receive guidance, support and feedback relating to performance in the role, team objectives and priorities |
| Director, Customer Experience Capability & Assurance Chief Inspector | <ul style="list-style-type: none"> • Provide accurate and timely information to assist with investigations and compliance activities |
| Stewards Team | <ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Represent work group perspective and share information • Review work and proposals of team members |
| Manager Race Day Operations (Chief Steward) | <ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions • Identify sensitive issues, risk and opportunities and recommend potential solutions • Provide regular updates on key projects and priorities • Receive guidance, support and feedback relating to performance in the role, team objectives and priorities |
| External | |
| Key stakeholders including betting service providers | <ul style="list-style-type: none"> • Share information and intelligence to achieve objectives. • Work collaboratively on joint intelligence initiatives. |
| Greyhound Racing NSW (GRNSW) | <ul style="list-style-type: none"> • Liaise with to collect and exchange information |

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control to determine matters that require further analysis in relation to the reporting of compliance and probity related issues. It refers to a manager, or other internal stakeholders, decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work

assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

- Senior Intelligence Analyst (direct)
- Manager Race Day Operations (Chief Steward) (indirect)

Direct reports

This role has no direct reports

Budget/Expenditure

As per GWIC Delegations

Key knowledge and experience

- Comprehensive knowledge and understanding of betting and wagering processes.
- Strong knowledge of the greyhound racing industry and greyhound racing form.
- Strong knowledge of wagering on greyhound racing, including but not limited to, available wagering options and trends.
- Experience working as a wagering or form analyst in a wagering service provider, intelligence or racing regulatory environment.
- Experience working with data analytics.

Essential requirements

- Appointment and ongoing assignment is subject to the satisfactory participation in mandatory preemployment and ongoing probity screening, in accordance with the GWIC framework.
- Satisfactory Conflict of Interest check
- Satisfactory criminal record 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



Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|--|---|--------------|
|  Personal Attributes | Act with Integrity Be ethical and professional, and uphold and promote the public sector values | <ul style="list-style-type: none"> • 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 |
| | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation | Adept |
|  Relationships | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| | Work Collaboratively Collaborate with others and value their contribution | <ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |

FOCUS CAPABILITIES





| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|--------------|
|  | Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances | <ul style="list-style-type: none"> Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work Initiate, prioritise, consult on and develop team and unit goals, strategies and plans Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses Ensure current work plans and activities support and are consistent with organisational change initiatives Evaluate outcomes and adjust future plans accordingly | Adept |
| | Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | <ul style="list-style-type: none"> 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 Use financial and other resources responsibly | Intermediate |
|  | Technology Understand and use available technologies to maximise efficiencies and effectiveness | <ul style="list-style-type: none"> Identify opportunities to use a broad range of technologies to collaborate Monitor compliance with cyber security and the use of technology policies Identify ways to maximise the value of available technology to achieve business strategies and outcomes Monitor compliance with the organisation's records, information and knowledge management requirements | Adept |

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 | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  Relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | 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 | Intermediate |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| | Project Management | Understand and apply effective planning, coordination and control methods | Intermediate |