



Position Description – Alcohol Licensing Inspector

Department: Regulatory
Directorate: Assurance, Finance and Risk
Location: Queenstown
Reports to: Senior Licensing Inspector
Date: October 2024

Organisation & Values / Ngā Mātāpono QLDC

OUR PEOPLE ARE MOTIVATED BY A COMMON PURPOSE...	Caring		Connecting		Community
	Kotahitaka Ki te manaaki hāpori				
...AND THE WAY WE WORK DRIVES COLLABORATION...	Working with our communities		Positive, engaged and purpose driven		Working smarter
					Delivering our work, not my work
...AND VALUES DRIVEN BEHAVIOURS.	Helpful		Responsive		Respectful

Our purpose, the way we work, and values drive how we work together to deliver for our community. How we work and behave reflects our commitment to enabling community aspirations.

We are an organisation that is committed to fostering a culture of respect, equity, inclusion and diversity in everything we do. We believe embracing all backgrounds, perspectives and experiences within our community is a strength and a fundamental expression of our values.

We're Proud to Be QLDC and our culture is reflective of the environment in which we work.

Key Accountabilities / Rakatirataka

The Alcohol Licensing Inspector provides effective and efficient Alcohol Licensing services, through the administration and enforcement of the Sale and Supply of Alcohol Act 2012 and the associated regulations, in addition to the Queenstown Lakes District Council Alcohol-Free Areas in Public Places Bylaw.

This primarily requires the processing of applications and the monitoring of licensed premises and events to ensure compliance with the Sale and Supply of Alcohol Act 2012.



Role Responsibilities

- Assist with the processing and administration of the alcohol legislation, regulations and by-laws including the processing of applications, compliance, and enforcement activities.
- Prepare accurate and informatively written reports on all licence applications, some manager's certificate applications, and any other alcohol issues as required, and in a timely manner.
- Assist with the processing and administration of the Gambling Act 2003, associated Regulations and bylaws including the processing of applications.
- Review applications for Licensed Premises Tour groups.
- Prepare and present evidence and submissions for public hearings
- Prepare and present reports at Council workshops and meetings.
- Ensure that accurate and up to date records are maintained in relation to responsibilities and system information.
- Effectively manage conflicting and changing priorities and workload.
- Ensure a high standard of customer interface in responding to counter, telephone, and e-mail enquiries.
- Undertake the necessary functions required to ensure that the monitoring and enforcement requirements of alcohol related legislation, regulations and bylaws are met.
- To undertake the duties of an "Inspector" as defined under the Sale and Supply of Alcohol Act 2012, including inspections and after-hours monitoring of licensed premises and events.
- To liaise with the Police, Medical Officer of Health representatives on applications and matters pertaining to alcohol, including attending meetings as necessary.
- To organise and present workshops to assist in the education of licensees and duty managers responsibilities in licensed premises.

Health and Safety

- Ensures compliance to all legal/statutory and company requirements for Health and Safety.
- Adheres to all QLDC's Health & Safety policies and procedures.
- Is actively involved in QLDC's health and safety systems.
- Wears relevant personal protective clothing and equipment as and when required.
- Reports any pain, discomfort, or other health & safety concerns as soon as possible.
- Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.



Skills & Experience / Matauraka

Education

- A tertiary qualification in a relevant subject (desired but not essential).

Experience

- A minimum of 5 years' experience in local government (desired but not essential).
- A minimum of 3 years' experience in alcohol licensing (desired but not essential).
- Experience with participation in alcohol related hearings in front of the DLC and ARLA (desired but not essential).
- Experience in understanding and interpreting legislation and case law.
- Experience in presenting to groups of people.
- Experience in enforcement and/or prosecution related matters.
- Demonstrated planning and organisational skills.
- An excellent eye for detail, with the ability to effectively multitask.
- Ability to establish and maintain effective relationships with customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise and work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- Demonstrate strong research and analytical skills.
- Strong communication skills, both written and verbal.
- Excellent interpersonal skills; relates well to all kinds of people.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional.
- Must have a full clean New Zealand Driving Licence.

Key Relationships / Whanaukataka

Internal

- General Manager Assurance, Finance and Risk
- Manager Regulatory
- Manager Alcohol Licensing
- Senior Licensing Inspector
- Alcohol Licensing Team
- Alcohol Support Team
- Regulatory Team
- Regulatory Support
- Corporate Support
- Customer Services
- Building Team

External

- Queenstown Lakes District Licensing Committee (DLC)
- Alcohol Regulatory and Licensing Authority (ARLA)
- Medical Officer of Health representatives (Te Whatu Ora Health, Southern)
- New Zealand Police
- Fire and Emergency New Zealand
- Immigration New Zealand

Committees/Groups

- Residents and users of facilities
- Contractors
- Licensed premises tour operators
- Gambling Trusts and Foundations



- Planning Team
- Events Team
- Property Team
- Sport and Recreation Team
- All QLDC staff
- Department of Internal Affairs
- Agents
- Legal Representatives

Authorities & Delegations / Rakatirataka

Financial Authority

- No financial delegations

Staff Authority

- No staff authority

Contractual Authority

- No contractual authority

Organisation & Position Competencies / Tikaka

Qualities we all share:

<p>Integrity</p> <ul style="list-style-type: none"> • Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism • Acts on QLDC’s vision, mission and values even when it is uncomfortable or difficult to do so • Follows through on agreements; can be relied on to complete tasks and meet commitments 	<p>Delivering Quality Results</p> <ul style="list-style-type: none"> • Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure • Prioritises and aligns tasks across the team to maximise efficiencies and deliver or exceed expectations • Acts decisively to turn around inefficient or under-performing parts of the business
<p>Adaptability</p> <ul style="list-style-type: none"> • Is open to new ideas and is willing to try new ways of doing things • Coaches the team and others to adapt to changing circumstances • Clearly and positively communicates the benefits/requirements of change ensuring they are understood by others 	<p>Customer Focus</p> <ul style="list-style-type: none"> • Communicates effectively with customers and stakeholders to identify their needs and requirements • Creates a culture which embodies the delivery of a high-quality customer experience across QLDC, ensuring systems and processes drive service delivery outcomes • Understands the different groups and coalitions in the wider business / community environment including the reasons for their underlying concerns and agendas and how they can affect and influence decisions and outcomes



<p>Managing Relationships</p> <ul style="list-style-type: none"> • Establishes and maintains effective relationships with stakeholders and gains their trust and respect • Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests • Actively builds and develops partner relationships to create common goals and understanding 	<p>Valuing Diversity</p> <ul style="list-style-type: none"> • Is aware of and responsive to cultural differences when engaging with people and groups • Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment • Creates a feeling of belonging and strong team morale through leveraging individual strengths and differences to enhance collaboration, discussion, and decisions • Builds an environment of collaboration and co-operation across QLDC, involving the most appropriate people from across the business
<p>Organisational Awareness</p> <ul style="list-style-type: none"> • Demonstrates an understanding of organisational culture and politics • Knows how QLDC works – both the formal and informal channels to use to 'get things done' • Applies an understanding of QLDC's culture and values to their activities. 	

Qualities you'll bring to the role:

<p>Problem Solving</p> <ul style="list-style-type: none"> • Identifies potential problems, barriers, and risks and takes action to resolve them • Seeks input and the perspectives of others to support efficient and effective problem solving • Exercises judgement and makes good decisions • Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found 	<p>Resilience</p> <ul style="list-style-type: none"> • Demonstrates resilience by remaining composed and persevering through difficult or stressful situations • Role models patience and tolerance when dealing with inconveniences and difficulties • Takes personal responsibility for decisions, actions, and mistakes • Recovers quickly from setbacks and adverse events
<p>Influencing and Negotiating</p> <ul style="list-style-type: none"> • Considers how to influence over time and adopts a number of deliberate strategies to influence and communicate with others • Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions • Picks up on people's social cues and reactions, and adjusts approach accordingly 	<p>Collaborating</p> <ul style="list-style-type: none"> • Accepts and supports team decisions, is a 'good team player', does their share of the work • Willingly shares information, knowledge and experiences with others • Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries • Fosters open dialogue and feedback
<p>Inspiring, Direction and Purpose</p>	<p>Commercial Awareness</p>



<ul style="list-style-type: none"> • Champions QLDC’s vision and strategy and communicates the way forward generating enthusiasm and commitment to goals 	<ul style="list-style-type: none"> • Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions • Ensures that day-to-day activities are aligned with and meet QLDC’s longer term business objectives
<p>Change and Innovation</p> <ul style="list-style-type: none"> • Drives continuous improvement and identifies opportunities to enhance processes and practices 	<p>Strategic Agility</p> <ul style="list-style-type: none"> • Engages in critical questioning, looking for underlying causes and seeks to address those rather than making a “quick fix” • Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and/or create business/community opportunities • Uses analytical techniques to identify several solutions and weighs the value of each