



Position Description – Senior Alcohol Licensing Inspector

Department: Regulatory
Directorate: Assurance, Finance & Risk
Location: Queenstown or Wanaka
Reports to: Team Leader Alcohol Licensing
Date: April 2025

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	Ready for any future
...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 Senior Alcohol Licensing Inspector will provide 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 and other policies.

This role will assist the Team Leader in mentoring the team and assist with training and development of inspectors within the team.

Role Specific Senior Alcohol Licensing Inspector Activities

- Mentoring of Inspectors.
- Assistance with training and development of Inspectors
- Assistance with training partner agencies new to their roles.



- Assist the Team Leader in ensuring consistency with report writing through the reviewing and critiquing of reports, creation of templates, and identification of 'best practice' strategies.
- Assist in identifying and the implementation of strategic process improvements for the team to bring gains in efficiency of processing and consistency of outcome.
- Encourage the professional development of Inspectors through additional training offered by Council and by the Inspectors Institute.
- Ensure all Inspectors offer a high standard of customer service when responding to counter, telephone, e-mail and mail enquiries, and that they do so in a timely manner.
- Assist with the processing and administration of the alcohol legislation, regulations and bylaws including the processing of applications, compliance and enforcement activities.
- Review and investigate alcohol applications and complaints, to establish solutions to address the varied issues regarding alcohol licensing.
- Liaise with the Police, Medical Officer of Health (and any delegated officer) and the Fire Service on applications to address conflicting demands pertaining to alcohol and develop appropriate harm-reduction strategies.
- Organise and lead (where appropriate) enforcement meetings between licensees and agency partners.
- Review and oversee the delivery of 'Graduated Response Model' improvement plans in relation to problematic premises and/or licensees.
- Liaise with complainants, applicants, and the Democracy Services Team to appropriately assess, handle, and respond to potentially complex, sensitive and/or confidential complaints, ensuring adherence to all relevance legislation and the organisation's core values.
- Provide accurate, technical and dependable advice to all applicants, agents, other Council departments, and colleagues as necessary.
- Undertake all duties of an "Inspector" as defined under the Sale and Supply of Alcohol Act 2012, including inspections, after-hours monitoring of licensed premises and events, and participation in controlled purchase operations.
- Prepare written reports on alcohol licences and manager's certificate applications and any other alcohol issues as required.
- Communicate application outcomes to applicants and agency partners as required, over phone/email or face-to-face.
- Liaise effectively with other departments within Council including Events, Monitoring & Enforcement, Planning, Building, Environmental Health, Customer Service, and all other relevant departments regarding applications.
- Ensure that accurate and up to date records are maintained in relation to responsibilities and system information i.e. TechOne, and CiAnywhere.
- Assist with the processing and administration of the Gambling Act 2003 and associated Regulations, Racing industry Act 2020, local policies and any bylaws, including the processing of applications.
- Review applications for Licensed Premises Tour groups.
- Undertake the necessary functions required to ensure that the monitoring and enforcement requirements of alcohol related legislation, regulations and bylaws are met.
- Organise and present workshops to assist in the education of licensees and duty managers responsibilities in licensed premises.
- To prepare and serve suspension notices on premises as necessary.



- Ensure a high standard of customer focus in responding to enquiries and “Requests for Service” (RFS) from the public and other departments within Council, with these completed in a timely and consistent manner.

Escalation and Risk Management

- Proactive reporting on potential risk management and escalation issues to line manager.
- Provide timely responses to information requested from the public or outside organisations.
- Determine appropriate education and enforcement action.

Operational Excellence

- Ensure that accurate and up to date records are maintained in relation to all applications.
- Ensure a high standard of customer interface in responding to counter, telephone, e-mail and mail enquiries.
- Champion QLDC commitment to excellence, innovation and quality.
- Implement and continually improve service delivery policies, processes and systems in order to provide effective, efficient services.
- Prepare and present evidence for hearings, where required.
- Timely response to RFS meeting Customer Service expectations.

Relationship Management

- Be a supportive and positive team member, providing guidance where necessary.
- Able to engage with a wide variety of people.
- Establish ongoing dialogues with the customers and is proactive in building strategic alliances consistent with QLDC’s vision.
- Cultivate a professional and positive image for QLDC with the media and the community.
- To support the Alcohol Licensing Team Leader and Manager to create a team environment that fosters and develops effective working relationships, high performance and a strong workplace culture
- Assist the Team Leader in mentoring the team and assist with training and development of Inspectors.

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.
- 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

- New Zealand Certificate in Regulatory Practice Level 3 or above, or qualification in a relevant subject.

Experience

- Significant knowledge and demonstrated experience (5+ years) in alcohol licensing, enforcement or local government.
- Experience with participation in alcohol related hearings in front of the DLC and ARLA.
- 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.
- Experience presenting to large groups of people.
- Ability to lead by example and motivate others.
- Ability to mentor staff and develop strong capabilities.
- Quality decision maker.
- Sound knowledge of related legislation and legal procedures.
- Excellent oral and written communication skills. Confident at expressing a position or point of view.
- The ability to deal rationally with irate people by remaining calm
- Demonstrated experience in a range of desktop applications, including Microsoft Office.
- Demonstrated planning and organisational skills with an excellent eye for detail.
- Ability to effectively multitask.
- Proven 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 work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- 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
- Full New Zealand driver's licence.

Key Relationships / Whanaukataka

Internal

- Assurance, Finance and Risk General Manager
- Regulatory Manager
- Manager Alcohol Licensing
- Secretary of the DLC
- Alcohol Licensing Team Members
- Regulatory Team
- Finance Team
- Building Team

External

- Members of the Public (including objectors and complainants)
- Contractors i.e. Cougar Security
- Police
- Medical Officer of Health (Te Whatu Ora Health South) and Delegated Officers
- Fire and Emergency NZ
- Licensees



- Planning Team
- Property team
- Events Team
- Corporate Support Team
- Customer Services Team
- All QLDC staff
- District Licensing Committee (DLC)
- Alcohol Regulatory and Licensing Authority (ARLA)
- Licensing Agents and other Legal Representation
- Government Agencies i.e. Immigration, Department of Internal Affairs (DIA), Health New Zealand

Authorities & Delegations / Rakatirataka

Financial Authority

- Not applicable.

Staff Authority

- Mentoring of Inspector.
- Assistance with training and development of Inspector.
- No authority to employ and dismiss employees.

Contractual Authority

- No authority to enter into agreements or contracts.

Delegations:

A wide range of enforcement and statutory powers outlined within the QLDC Delegations register that is available on QLDC website “Council Meetings” page: <https://www.qldc.govt.nz/media/by0byswj/april-working-queenstown-lakes-district-council-register-of-delegations.pdf>

Warrants and Powers under the following legislation:

- Sale and Supply of Alcohol Act 2012
- Local Government Act 2002

Organisation & Position Competencies / Tikaka

Qualities we all share:

Integrity • 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	Delivering Quality Results • 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
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Adaptability • 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	Customer Focus • 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
Managing Relationships • 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	Valuing Diversity • 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
Organisational Awareness • 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:

Problem Solving • 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	Resilience • 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
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Influencing and Negotiating • 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 peoples social cues and reactions, and adjusts approach accordingly	Collaborating • 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
Inspiring, Direction and Purpose • Champions QLDC's vision and strategy and communicates the way forward generating enthusiasm and commitment to goals	Commercial Awareness • 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
Change and innovation • Drives continuous improvement and identifies opportunities to enhance processes and practices	Strategic Agility • 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