

POSITION DESCRIPTION

National Gaming Control Board

AM8015 - Director, Casino

The **National Gaming Control Board (NGCB)** is a Statutory Regulatory Authority established under the Gaming Control Act 2007 to regulate all forms of games and to promote probity and integrity, fairness and efficiency in the operations of persons engaged in gaming in the country, to reduce any adverse social impact of gaming and to promote a balanced contribution by the gaming industry to general community benefit.

The NGCB urgently requires qualified and experienced candidates to apply for these Management roles.

DIRECTOR – CASINO

Reporting to the Chief Operating Officer, the Director Casino is responsible for providing direction to Casino operations and leading Casino team members in achieving the operational and financial goals of the Casino division, monitoring the performance, scheduling, and training of the staff and ensuring high customer satisfaction and an exceptional guest experience. All duties are to be performed in accordance with Gaming Control Act.

Key Responsibilities:

- Designing, developing, and implementing policies and procedures, as well as overseeing their enforcement to ensure compliance
- Lead a team of compliance Officers, surveillance agents and auditors who will be responsible for monitoring the casino's operations for compliance with legal and regulatory requirements
- Develop and implement regulatory policies and procedures and ensuring that they are up to date with industry requirements and applicable law
- Work with regulatory authorities to maintain a positive relationship and ensure that the casino licence remains current and valid
- Lead investigation into any compliance violations and coordinating law enforcement agencies as necessary
- Work closely with the casino's management team to develop risk management plans, assist in security procedures and develop training programs for employees
- Ensure that any investigations and regulatory matters are handled in a timely and efficient manner
- Oversee and provide leadership in the development and monitoring of casino gaming operations, fiscal budgets, and customer services to produce both short-term and long-term profitability
- Oversee implementation of policies, operating procedures, training programs, manuals, directives, work schedules, operating standards, rules and regulations for all gaming staff, and ensure full compliance
- Maintain complete knowledge of various gaming functions to include table games, slots, race and sports, poker (as applicable), and casino marketing (as applicable) with expert knowledge in at least one of the functions
- Maintain the highest standards for gaming regulation compliance and ensure compliance of all staff members; strictly abide by state gaming regulations and report issues of non-compliance
- Interview, select, train, supervise, counsel and coach gaming staff for the efficient operations of all gaming functions. Drive employee engagement through coaching, training, and development
- Maintains a work environment that promotes teamwork, performance feedback, recognition, leadership development, mutual respect, and employee engagement
- Pro-active management style that looks beyond problems and current practices to develop solutions to maximize the effectiveness of the division. Provide advice and support to the senior management team or line managers on matters relating to any issue within the remit of Casino Division
- Liaise with senior management team and line managers on matters pertinent to the effective management of the Board's business
- Deputize as necessary for the Chief Operating Officer.

Expected Competencies:

- Bachelor's in Law, Business Management, Hospitality Leadership or equivalent experience
- 5 or more years' experience in the direction and management of employees in Legal or Business environment
- Practical knowledge of Gaming Control Act (2007)
- Deep understanding of the Casino industry's regulatory environment, relevant laws, regulations, and standards and have a strong track record in compliance, risk assessment and management
- Excellent communication and interpersonal skills are necessary, as you will be working with a wide range of stakeholders, from management to regulatory authorities
- Excellent organizational, analytical, and project management skills, with attention to quality and detail.

APPLY NOW

Please visit our website: <https://vanguard.com.pg/vacancies/>

Follow the instructions to complete the online application form and attach the following: An updated CV, including details of three (3) referees with current contact details.

Full Position Description (PD) can be requested via email jobs@vanguard.com.pg alternatively, call (+675) 7500 7500.

Applications close COB Wednesday 23rd August 2023

Only shortlisted candidates will be contacted

To apply for this position:

- Download and complete the Application Form from <https://vanguard.com.pg>.
- Email the application to jobs@vanguard.com.pg together with a copy of your CV in MS Word format.

Note: Do not include copies of any other documents. You will be asked to provide the originals of certificates etc if you are selected for Interview