



## JOB DESCRIPTION FORM

### Assessor and Enquiry Officer (Generic)

Assessment and Strategy Development Directorate

#### POSITION DETAILS

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Classification Level:	5
Award/Agreement:	CCC Industrial Agreement 2013 (or subsequent replacements)
Position Status:	Up to 5 year appointment
Organisation Unit:	Assessment and Oversight Directorate - Assessments
Responsible To:	Manager Assessments - Level 7
Direct Report:	Nil

#### ROLE SPECIFIC RESPONSIBILITIES

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The Assessment and Oversight directorate (AOD) is a multi-functional team working collaboratively across the Commission and the public sector through its assessment, oversight and strategic intelligence functions. The directorate assesses and manages the receipt of serious misconduct allegations, conducts reviews of investigations conducted by public sector agencies, conducts research and analysis to inform Commission priorities and external reports, among other functions.

The **Assessor and Enquiry Officer** is responsible for assessing incoming notifications and preparing recommendations about how allegations should be actioned in accordance with the *Corruption, Crime and Misconduct Act 2003* (CCM Act). The position responds to enquiries from members of the public and provides advice to public sector agencies regarding the Commission's jurisdiction and the assessment process.

- Acts as the first point of call for queries received from members of the public and representatives from public sector agencies.
- Provides advice on the assessment process in accordance with the CCM Act and Commission policies and procedures to a wide range of stakeholders. Assists with complaint enquiries received by telephone, mail, in person or other means.
- Undertakes research and analysis of case files, including highly complex matters, to determine the appropriate jurisdiction in relation to allegations of serious misconduct. Provides recommendations for further action to be taken by the Commission that align with Commission focus areas.
- Considers information from a wide range of sources during the assessment process and clearly communicates complex decisions to AOD leadership.
- Where required, prepares comprehensive assessment reports based on informed research and analysis, and presents these to the Director Assessment and Oversight for consideration and action.
- Maintains and manages records, information and the progress of cases through accurate and timely data entry.
- Finalises case files and provides written responses to all stakeholders involved in notifying or working with the Commission.

**ESSENTIAL CAPABILITY REQUIREMENTS**

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Five core capabilities form part of the Commission's Capability and Leadership Framework. They define the desired behaviours and capabilities required for successful performance at the Commission. Each capability is supported by a set of behavioural indicators which are accessible from the Commission's website.

Applicants will be assessed on the following essential capability requirements and will need to ensure consideration is given to the behavioural indicators relevant to the classification level and within the context of the advertised role.

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| <b>Shapes and manages strategy</b>                       | <ul style="list-style-type: none"> <li>• Anticipates, analyses and evaluates information and displays innovative thinking.</li> </ul>   |
| <b>Achieves results</b>                                  | <ul style="list-style-type: none"> <li>• Works independently and manages own work deliverables.</li> <li>• Proactively collaborates with others to achieve results.</li> <li>• Displays a strong work ethic and resilience.</li> </ul>  |
| <b>Builds productive relationships</b>                   | <ul style="list-style-type: none"> <li>• Proactively builds trust and effectively works with a diverse group of stakeholders.</li> </ul>  |
| <b>Exemplifies personal integrity and self-awareness</b> | <ul style="list-style-type: none"> <li>• Displays judgement, initiative and professionalism. Continually develops self and others.</li> </ul>   |
| <b>Communicates and influences effectively</b>           | <ul style="list-style-type: none"> <li>• Communicates complex information in a clear manner for the target audience.</li> </ul>   |
| <b>Role Specific</b>                                     | <ul style="list-style-type: none"> <li>• Ability to interpret and apply legislation, policy and procedure in the formulation of accurate advice and/or well-structured reports to internal and external stakeholders.</li> <li>• Ability to utilise good research, analytical and conceptual skills to assess, monitor and/or report on complaints, investigations and other related matters.</li> <li>• Well-developed verbal, written and interpersonal skills, particularly in the effective handling of complaints and de-escalation/resolution of conflict.</li> </ul> |

**WORK HEALTH AND SAFETY REQUIREMENTS**

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You will take reasonable care to protect your own safety and health at work, and that of others by adhering to the safety and health policies and procedures of the Commission, and complying with all provisions of the *Work Health and Safety Act 2020*.

**PRE EMPLOYMENT REQUIREMENTS**

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To be appointed to the position of **Assessor and Enquiry Officer** you will need to:

- be an Australian citizen or be immediately eligible for Australian Citizenship; and
- undergo and maintain stringent security vetting.
- completion of psychological testing to the satisfaction of the Commission may be needed prior to appointment. The role can be exposed to traumatic and distressing material.

Note: The Commission is committed to regular wellbeing checks at regular intervals and as deemed necessary by management.

**CERTIFICATION**

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The details contained in this document are an accurate statement of the responsibilities and capabilities of the position.

Emma Johnson



6 February 2026

**CHIEF EXECUTIVE**

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**Signature**

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**Date**