



Investigations Manager - Level 7 (MIS19345)

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|------------------------------|--|--------------------|--------------------------------|
| Group: | Consumer Protection and Legal Services | Location: | Perth - 140 William St |
| Division/Directorate: | Investigation and Regulation | Supervises: | 5 |
| Branch: | Specialist Investigations | Reports to: | General Manager Investigations |
| Section: | NA | | |

Operational Context

Consumer Protection is responsible for promoting fair trading and consumer protection in Western Australia. Investigations is responsible for directing an investigative program to effectively detect, deter and remedy improper practices in relation to legislation administered by Consumer Protection.

Role Overview

This position is responsible for leading complex and sensitive investigations of suspected breaches of the Directorate's legislation. The role will conduct in-depth analysis of identified unlawful behaviours carried out by various entities and engage in high level compliance activities. The role will provide recommendations for the Commissioner and senior management of the directorate to consider.

Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about motivating and enabling a team to deliver high-quality work that contributes to the agency. They balance their time between doing the work, and coaching, guiding and developing others.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Lead and conduct complex investigations into possible contraventions of the legislation administered by the Directorate.
- Analyse large amounts of complex documents, including accounting and financial documents
- Undertake high level compliance activities with entities in which the Department's position is presented and advocated, including in complex retirement village and associations matters.
- Prepare investigation reports containing sustainable recommendations and where necessary develop briefs of evidence to be used for criminal prosecutions and/or disciplinary proceedings.
- In consultation with the General Manager, determine appropriate action to be taken when potentially significant non-compliance issues are detected.
- Undertake stakeholder engagement to develop and maintain effective working relationships and enhance confidence in the role of the regulator.
- Provide advice and information on the status of investigations to management.
- Provide guidance, coaching and mentoring to investigation staff within the Directorate.
- Undertake travel within the state as required.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Certificate IV in Government (Investigations) or a similar qualification or a preparedness to attend training at the Department's expense.
- Demonstrated knowledge and experience in conducting priority, high profile or complex investigations resulting in reports and briefs of evidence.
- Demonstrated knowledge and experience analysing large amounts of data and working with numerical and financial transaction reports.
- Demonstrated experience of undertaking high level compliance activities with traders and confidence with presenting and advocating on the Department's position.
- Demonstrated knowledge and experience in the detection and investigation of misconduct in a corporate environment.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - People](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You seek to build and maintain effective working relationships with others, and are mindful of the partnerships that support your efforts to deliver value for your team and work area.
- **Think Through Complexity** - You are comfortable with multiple levels of data and extract the essential information related to the task.
- **Dynamically Sense The Environment** - You approach crucial conversations with consideration and confidence, and discuss issues and problems thoughtfully.
- **Deliver on High Leverage Areas** - You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
- **Build Capability** - You clarify your expectations of those in your team; monitor their performance; and support their growth and development through feedback, on the job training, coaching and other opportunities.
- **Embody The Spirit of Public Service** - You ensure your work practices and those of your team or work area are in accordance with the policies and procedures of your agency.
- **Lead Adaptively** - You proactively extend your knowledge, skills and expertise to ensure your contribution continues to add value.

This position reports to:

General Manager Investigations

Position No: MIS23255 Classification: L8

Positions reporting to this Role:

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|-------------------------------------|----|
| Assistant Investigator - (00000274) | L3 |
| Principal Investigator - (MIS23001) | L6 |
| Principal Investigator - (MIS23004) | L6 |
| Principal Investigator - (MIS23266) | L6 |
| Principal Investigator - (MIS23267) | L6 |

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- The holder of this position exercises delegated statutory powers
- Nationally Coordinated Criminal History Check
- C or C-A Drivers Licence or capability for independent travel

Approved Date

19-MAY-2026

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