



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title

Principal HR Compliance and Investigations Advisor

Level

6

Position Number

36981
(Nominated)

Division/Directorate

People & Organisational Development

Branch/Section

Human Resources

Effective Date

October 2025

Health Task Risk Assessment Category

5

Reporting relationships

Superordinate: Manager HR Services, Level 8

Subordinates: No Direct Reports

Key role of this position

Provides a professional high-level consultancy and advisory service to managers, senior managers and employees of the Public Transport Authority for complaints, grievances and appeals related to disharmony, equity and respectful workplace behaviours. The position also oversees and coordinates case management activities and facilitates the resolution of complex and contentious human resource workplace matters.

Core duties and responsibilities

Investigation coordination and consultancy

- Coordinates the resolution and investigation processes associated with formal and informal bullying, harassment, discrimination, employment standards, inappropriate and unreasonable workplace behaviour complaints lodged either internally or externally.
- Undertakes research, provides advice, prepares reports and consults with management in relation to such matters and workplace behaviours.
- Autonomously manages a case load of complex or highly sensitive complaints and grievances within agreed timeframes and performance indicators.
- Conducts enquiries/investigations into complaints and grievances received or allegations made, via means including conducting interviews, obtaining information, documents or other material including analysing personnel information and data reports.
- Provides timely high-level advice in relation to complaints, grievances, performance to empower and build the capability of people managers so they are able to manage human resource matters.
- Develops reports, briefings and correspondence relevant to assigned complaints processes and makes recommendations as required by legislation framework and policy.
- Ensures complaints are recorded, classified, monitored and resolved in accordance with established timeframes and quality standards.
- Establishes and maintains effective working relationships with both internal and external clients and stakeholders.
- Mentors and coaches other team members to build their capability in conducting enquiries and investigations into complaints, performance and grievance matters.
- Promotes and demonstrates a high level of confidentiality in dealing with sensitive information.

Governance and Continuous Improvement

- Maintains current knowledge of investigative practices and developments to support continuous improvement of techniques, systems, and procedures and contributes to maintaining a shared knowledge base for the team.
- Reviews policies and procedures to ensure investigations are conducted in line with legislative requirements, with consistency, impartiality and integrity.
- Maintains case management and record keeping systems in accordance with performance standards ensuring accurate and reliable data is input for business reporting purposes
- When systemic issues are noted over the course of a complaint, notifies the Manager Human Resources and provides advice and assistance in the development of strategies to address systemic issues.
- Identifies and recommends changes in Organisation Policies, Procedures, Processes and Systems, as a result of investigations.
- Provides information as required to support the Division in the completion of reporting and the development of prevention and education strategies.

Other

- Undertakes other duties as required.

SELECTION CRITERIA

• Core Competencies

- Knowledge of HR management from the perspective of EEO, equity and diversity and the legislative requirements in respect to workplace behaviours affecting health and safety including unlawful discrimination, harassment, victimisation and workplace bullying issues.
- Demonstrated experience in conducting investigations, particularly with regard to unlawful workplace behaviours and inappropriate conduct.
- Proven ability to interpret and advise on relevant legislation and an understanding and application of the principles of natural justice, procedural fairness, and administrative decision-making as related to workplace investigations.
- Possession of or progress towards a Certificate IV Government Investigation or relevant tertiary qualification relating to investigations.
- Accreditation as a Mediator or Conciliator or substantial experience in administering dispute resolution methodologies and techniques.

• Leadership and Management

- Highly developed leadership skills including a demonstrated ability to:
 - Provide consultancy and advice to a diverse range of stakeholders.
 - Effectively coach, mentor and develop staff.
 - Contribute to and/or facilitate organisational change.

• Communication and Interpersonal

- Highly developed interpersonal, communication and presentation skills (verbal and written) including ability to:
 - Build and maintain effective workplace relationships and networks to develop solutions to complex, confidential and sensitive issues.
 - Negotiate, persuade, liaise with and influence staff at all levels.
 - Work effectively and collaboratively with others in a team environment.
- Demonstrated high level written communication skills including experience in the preparation of complex and/or sensitive reports.

• Conceptual, Analytical and Problem Solving

- Well-developed research, conceptual and analytical skills including a demonstrated ability to:
 - Think flexibly, identify and analyse problems (including complex problems) and develop and recommend effective solutions.
 - Seek ways to continuously improve practices.

• **Organisation**

- Well-developed organisational skills including the ability to:
 - Set and meet work priorities to achieve outcomes within established timeframes.
 - Use initiative and act pro-actively.
 - Effectively manage projects to meet a variety of competing demands and deadlines.

• **Special Requirements**

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

.....
Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date