

# Ombudsman Western Australia

## Job Description Form

### Position Information

<b>Position number</b>	PCO03013
<b>Title</b>	Principal Investigating Officer
<b>Classification</b>	Level 7
<b>Division</b>	Investigations
<b>Branch</b>	Investigations
<b>Location</b>	Perth

### Reporting Relationships

<b>Position Title</b>	<b>Classification</b>
Deputy Ombudsman	SAT
↑ Reports to	
Assistant Ombudsman Investigations	Level 9
↑ Reports to	
This office	
<b>Positions under direct supervision</b>	
Nil	

**Ombudsman Western Australia**  
REGISTERED COPY  
June 2019

### Context Statement

The Office of the Ombudsman has four principal functions. The Office:

- Receives, investigates and resolves complaints about the State Government agencies, local government and universities;
- Reviews certain child deaths and family and domestic violence fatalities;
- Improves public administration for the benefit of all Western Australians through own motion investigations and education and liaison programs with public authorities; and
- Undertakes a range of additional functions, including statutory inspection and monitoring functions.

The Ombudsman also undertakes the role of the Energy and Water Ombudsman.

The Principal Investigating Officer is part of an Investigation team that is responsible for assessing and investigating complaints received from members of the public about the decision making and practices of public authorities and undertaking community and agency liaison.

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Principal Investigating Officer

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## Summary of Responsibilities

As a Principal Investigating Officer you will be required to investigate and resolve complaints, including more complex complaints from members of the public about the decision making and practices of public authorities; mentor and lead other staff in complaint resolution; and lead and undertake related projects and community and agency liaison.

## Key Responsibilities and Duties

### COMPLAINT INVESTIGATION & RESOLUTION

- Leads and undertakes investigation and resolution of complaints including more complex investigations arising from public interest disclosures.
- Has responsibility for a portfolio of clients.
- Prepares correspondence and reports requiring analysis and clear communication on complex issues and investigations.
- Consults with agencies on issues relating to good public administration.
- Liaises with appropriate sensitivity with all parties concerned to resolve complaints.

### MENTORING

- Provides advice and assistance to less experienced staff on appropriate investigative techniques and case management.
- Shares professional knowledge and expertise and advises and supports other team members.

### PROJECTS AND COMMUNITY AND AGENCY LIAISON

- Leads and manages projects related to the investigation of complaints.
- Conducts high-level research and analysis relating to frequent or serious complaints, and systemic administrative issues.
- Leads, undertakes and prepares evidence-based advice, timely and comprehensive reports, briefing papers and correspondence about issues within the Ombudsman's jurisdiction.
- Leads and undertakes community and agency liaison programs.

### CUSTOMER FOCUS

- Makes an active and positive contribution to planning, the achievement of team outcomes and a team environment that fosters cooperation, innovation and initiative.
- Develops and maintains collaborative working relationships with internal and external stakeholders.
- Demonstrates ethical, professional and customer focused behaviour.

### OTHER

- Undertakes other duties as required.

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## Selection Criteria

### Essential

- The capacity to lead and undertake a number of concurrent routine and complex administrative investigations to tight deadlines.
- High level research, conceptual, analytical and problem solving skills, including the ability to interpret and apply legislation and analyse complex issues.
- High level of written communication skills, including the ability to prepare complex correspondence and reports to suit a range of audiences.
- Highly developed interpersonal skills, including the ability to: liaise with a wide range of people to negotiate, consult and achieve resolution; work co-operatively and flexibly as a member of a small team; and lead, support and mentor staff.
- Sound understanding of the principles of independence, reasonableness and procedural fairness.

### Desirable

- A relevant tertiary qualification.

## Conditions

Provision of a current, satisfactory National Police Certificate will be required prior to commencement of employment.

Flexible working arrangements are available subject to the full functions of the office being completed.

## Certification

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

### BRANCH MANAGER

Title	Assistant Ombudsman Investigations
Signature	<i>Paula Pans</i>
Date	20/6/2019

### OMBUDSMAN'S DELEGATE

Title	Deputy Ombudsman
Signature	<i>Glenn White</i>
Date	20.6.19