



Job Description

Position Title:	Senior Investigations Officer	Classification:	Level 5
Position Number:	00000103	Location:	Perth
Division/Group:	Industry Regulation and Consumer Protection	Supervises:	0
Branch/Section:	Investigations	Reports to:	Principal Investigations Officer

Operational Context

Within the Consumer Protection Division the Property Industries Directorate is responsible for directing a programme of dispute conciliation, proactive compliance and reactive compliance to effectively detect, deter and remedy improper practices relating to property industries regulated by the Consumer Protection Division of the Department Mines, Industry Regulation and Safety.

Role Overview

The Senior Investigations Officer conducts investigations into complex complaints including fidelity guarantee claims, and where appropriate compiles briefs of evidence for use in the State Administrative Tribunal or Magistrates Court.

Role Responsibilities

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

- Analyse complex complaints and other material received at the Department to identify potential offences or incidents of non-compliance under applicable laws, or the need for any other appropriate course of action.
- Plan, organise and conduct complex investigations and collect evidence which will be admissible before any Court or Tribunal.
- Prepares high quality, factual written material in the form of reports, sustainable briefs of evidence/fidelity assessments, memorandums, letters, briefing notes for the consideration of the Commissioner for Consumer Protection in relation to assessments or investigative outcomes, including criminal, disciplinary or civil proceedings.
- Provide advice and maintain effective relationships with consumers, traders, and other stakeholders on matters relating to relevant legislation administered by the Branch.
- Give evidence and be cross examined in relation to matters that are before tribunals or Courts and assist the Department's legal officers as required.
- Provide advice and assistance to consumers and industry operators about compliance matters.
- Flexibility to travel within the state is required.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

- Certificate IV in Government (Investigations) or equivalent qualification or considerable relevant investigative experience.

- Considerable experience and proven skills in an investigative environment.
- Considerable experience and proven skills in preparing and presenting a number of briefs of evidence that have been successful in criminal, disciplinary or civil proceedings before Courts or tribunals or fidelity claims assessments.
- Experience in locating, interpreting and analysing legislation to identify non-compliance.
- Demonstrated ability to listen, understand and adapt communications style and message to suit a range of audiences including the ability to negotiate effectively and convey information and structures via written and oral communication.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Commits to meeting objectives, identifies and implements appropriate risk strategies and follows up to finalise work.
- Consults and shares information with team and seeks input from others, ensures others are kept informed.
- Adheres to the Code of Conduct, acts with integrity and behaves in an honest, professional and ethical way.
- Draws on information from a range of sources, uses judgment to analyse, works within agreed guidelines to make decisions and incorporates outcomes into work plans.
- Prepares reports on analytical research and/or investigations.

What are the Job reporting relationships?

This position reports to: Principal Investigations Officer
Supervisor Position No: 00016760 Classification: L6

Positions reporting to this Job:

This position has no direct reports

What are the pre-employment requirements for this Job?

- 'C' Class Drivers Licence
- National Police Clearance

Approved Date

23-OCT-2019