



Assistant Investigator - Level 3 (MIS24317)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Investigation and Regulation	Supervises:	0
Branch:	Investigations Branch B	Reports to:	Manager Investigations
Section:	NA		

Operational Context

The Consumer Protection Division 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 providing administrative and investigative support to the investigations process and undertakes investigations of less complex matters as required.

Building Leadership Impact as a Personal Leader

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 the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

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

- Undertake inquiries under supervision to establish the facts of matters, including gathering evidence from relevant sources through appropriate means.
- Identify breaches for low level complaints against relevant legislation for consideration and undertake minor investigations under direction.
- Prepare straightforward reports, letters and briefing notes in line with Departmental standards containing suitable recommendations.
- Assist in the preparation of prosecution briefs and other documentation relevant to prosecution action or disciplinary proceedings before the State Administrative Tribunal.
- Under guidance, advise stakeholders about their rights and obligations under relevant legislation, regulations and Department policies.
- Maintain the Department's databases in relation to complaints.
- Maintain effective relationships with traders, internal and external stakeholders.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- 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 applicable work health and safety laws.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

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

- Demonstrated experience in reviewing complaints received and comparing the information with relevant legislation.
- Demonstrated ability to identify and collect sources of information and evidence in accordance with the principals of natural justice and fairness.
- Demonstrated experience in conducting interviews to obtain statements where applicable. Experience in using record keeping data bases and systems.
- Demonstrate developed interpersonal skills, oral and written communication skills including the ability to produce accurate reports.
- Certificate IV Government (Investigations) or a similar qualification or a preparedness to attend training at the Department's expense.

Expected Leadership Behaviours

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

- **Lead Collectively** - You understand your agency's objectives and can express how your work relates and contributes to achieving operational excellence for your agency.
- **Think Through Complexity** - You use information and analysis to initiate problem resolution and seek guidance as necessary.
- **Dynamically Sense The Environment** - You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
- **Deliver on High Leverage Areas** - You identify the tasks and priorities of your work that are in line with the priorities of your team.
- **Build Capability** - You actively contribute to the development of your team's capability, ensuring you support your team members.
- **Embody The Spirit of Public Service** - You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Lead Adaptively** - You demonstrate a willingness to extend your knowledge, skills and technical expertise to support your development, seeking guidance when necessary.

This position reports to:

Manager Investigations

Position No: 00023473

Classification: L7

Positions reporting to this Role:

This position has no direct reports

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
- Current Western Australian C or C-A class drivers licence or equivalent

Approved Date

13-JAN-2025