



Senior Investigator - Level 5 (MIS24318)

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 conducting investigations into complex complaints in connection with potential breaches of the relevant legislation and where appropriate it compiles briefs of evidence for use in any court or tribunal. It provides advice on complex investigations, offences and non-compliance matters.

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 delivering high-quality work as a specialist in their domain of expertise, balanced with a focus on training, motivating and enabling others.

Role Responsibilities

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

- Analyse complex complaints, including fidelity guarantee account claims and other material received by the Department. Identifies potential offences or instances of non-compliance under applicable laws for investigation or other appropriate courses of action.
- Investigate complex complaints and assess information, including the preparation of investigation plans, gathering evidence from relevant sources through appropriate means, collecting witness statements, executing search warrants and conducting records of interview which will be admissible before any Court or Tribunal and gives evidence and assists the Department's legal officers are required.
- Prepares high quality, factual written material in the form of reports, sustainable briefs of evidence, fidelity guarantee account claim assessments, memorandums, letters, and 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 maintains effective relationships with consumers, traders, industry associations and other stakeholders about their rights, obligations and other matters relating to complex compliance matters and relevant legislation administered by the Investigations and Regulation Branch.

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 and proven skills in planning and conducting complex investigations in the preparation and presentation of successful briefs of evidence as part of criminal, disciplinary or civil proceedings before Courts or Tribunals.
- Demonstrated experience in locating, interpreting, analysing and applying legislation to identify non-compliance.

- Demonstrated well-developed interpersonal skills, oral and written communication skills, including experience in producing complex reports and other high quality written materials.
- Demonstrate an understanding and the application of the rules of evidence and natural justice in relation to investigations.
- 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 [Leader of Others - Knowledge](#), the following outlines those that are required to undertake this role:

- **Build Capability** - You embrace a diverse team and draw on the unique strengths of each member.
- **Embody The Spirit of Public Service** - You lead by example, promoting and role modelling behaviours and respect for others in all aspects of your work, thereby protecting your reputation and that of your team or work area, agency and the sector.
- **Lead Collectively** - You monitor the impact of your decisions and actions, ensuring that you continuously deliver value for the agency.
- **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 adapt your communication style to target audience to influence or persuade.
- **Deliver on High Leverage Areas** - You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
- **Lead Adaptively** - You proactively extend your knowledge, skills and expertise to ensure your contribution continues to add value.

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