



Investigator - Level 4 (00017527)

Group:	Consumer Protection and Legal Services	Location:	Perth
Division/Directorate:	Investigation and Regulation	Supervises:	0
Branch:	Investigations Branch B	Reports to:	Principal Investigator
Section:	NA		

Operational Context

Consumer Protection 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 conducts investigations in relation to matters raised under legislation administered by Consumer Protection and where appropriate compiles briefs of evidence for use in any court or tribunal. The role also provides advice on investigations, offences and non-compliance matters.

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:

- Analyse complaints and gather evidence from relevant sources through appropriate means to establish facts and determine compliance with legislative and regulatory requirements. Identify potential offences under applicable laws for investigation or other appropriate courses of action.
- Investigate complaints 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.
- Prepare letters, briefing notes, and investigation reports in line with Departmental standards containing sustainable recommendations.
- Provide advice to consumers, traders, industry associations and other stakeholders on matters relating to relevant legislation administered by Consumer Protection.
- Prepare briefs of evidence for consideration by the Department for use in prosecutions in a Court of Law or disciplinary proceedings before the State Administrative Tribunal.
- Maintain the Department's databases in relation to complaints.

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 carrying out investigations including conducting interviews to obtain statements where applicable and preparing briefs of evidence for consideration.
- Demonstrated ability to reviewing complaints and compare the information with relevant legislation to identify potential breaches.
- Ability to identify and collect sources of information and evidence in accordance with the principles of natural justice and fairness with experience in recording investigative and evidentiary information using appropriate data bases and systems.
- Demonstrated strong interpersonal, oral and written communication skills including the ability to produce quality 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:

- **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 Collectively** - You complete your work to a high standard and ensure information is accurate.
- **Think Through Complexity** - You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
- **Dynamically Sense The Environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
- **Deliver on High Leverage Areas** - Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
- **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:

Principal Investigator

Position No: 00017018

Classification: L6

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

27-MAR-2025