

POSITION DESCRIPTION

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| Role Title: | Investigation Officer |
| Position Number: | 100237 |
| Work Unit/Division: | Investigations, Operations |
| Classification: | VPSG 4.1 |
| Salary range: | \$97,955 to \$111,142 per annum, plus 12% employer superannuation contribution |
| Employment Type: | Ongoing |
| Position Reports to: | Principal Investigator |
| Location: | Victorian Ombudsman (VO) Level 2, 570 Bourke Street, Melbourne 3000 |

About Us

The Victorian Ombudsman exists in recognition of the imbalance of power between the individual and the State, and we aim to level the playing field and protect and promote human rights.

In performing our functions under the Ombudsman Act, we oversee the actions and decisions of more than 1,000 public bodies to ensure fairness and integrity. We aim to:

- provide a timely, efficient, effective, flexible and independent means of resolving complaints
- identify, investigate, expose and prevent maladministration and improper conduct
- assist public bodies to improve the quality of their administration and complaint handling
- educate the community and public sector about our work, and their rights and responsibilities.

We focus on achieving practical and meaningful outcomes to address injustice, based on evidence and in accordance with legislation. Our independence means we do not advocate for members of the public or the public bodies we oversee.

As part of our team, you'll contribute to our vision that Victoria is fair, where human rights are protected and promoted, people are kept at the centre of decision making and public bodies are open and accountable.

As a sworn member of Ombudsman staff, the incumbent will faithfully and impartially perform the duties of office of Ombudsman and will not divulge, except according to law, any information received in the performance of those duties.

About the role

The Investigation Officer role works in the Investigations team and provides timely complaint handling, assessment and investigation expertise across key projects.

These may include:

- Conducting research and preparation of submissions to external bodies;
- Providing specialist advice on, or leading projects to develop internal policies, procedures and guidelines;
- Leading or assisting with investigations, complex complaints and own motion proposals.

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Core to your success in this role is the ability to obtain a strong understanding of the *Ombudsman Act 1973*.

Key Accountabilities

- Assess complex complaints and public interest disclosures.
- Undertake initial enquiries, and/or investigate complex complaints and public interest complaints in a timely and efficient manner.
- Provide clear and accurate advice (both verbally and in writing) on issues, recommendations and solutions to the complaints received.
- Prepare case management plans and related correspondence.
- Build and maintain positive relationships with internal and external stakeholders and liaise with public sector agencies.
- Assist with identifying public interest issues and conducting 'own motion' investigations into matters relating to the administration of public sector agencies.
- Build and maintain positive relationships with internal and external stakeholders and liaise with public sector agencies in the course of investigations and in pursuit of the Ombudsman's goals.
- Participate in the continuous improvement of investigation practice and procedures, including through quality assurance activities and policy development.
- Actively contribute to other core functions of the office, including community outreach, portfolio activities, internal and external training and projects.
- Other duties as directed, which may involve supporting other teams within the office.

Key Selection Criteria

1. Recent work experience in a complaints handling, legal, regulatory or investigatory environment (or comparable).
2. Experience in and the capability to work autonomously and productively, within a team-based setting.
3. Analytical thinking and problem-solving ability – including an aptitude for decisiveness and authoritative decision-making, and the ability to think laterally and show initiative in developing solutions.

4. Excellent verbal and written communication skills, including the ability to explain complex issues in plain language.
5. Excellent interpersonal and sound negotiation skills, with an ability to establish and maintain productive relationships internally with office colleagues and externally, with public sector authorities and/or members of the public.
6. Working knowledge of the Victorian public sector and familiarity with Administrative Law principles and legislation – or a demonstrated ability to quickly acquire such knowledge.

Qualifications and Experience

Required:

1. 2+ years professional experience in a similar role

Desirable:

1. Tertiary qualification in investigations, law or related discipline.

Capabilities

| Knowledge and Skills | Capability Description |
|---------------------------------------|--|
| Stakeholder Management | Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes. |
| Communicate with impact | Use various communication media to convey information, ideas, and insights in ways that maximises understanding of key messages; Posses good written and verbal communication skills. |
| Influence and persuasion | Adapt the content style and message or tone of communications to suit the audience to gain agreement to proposals and idea using an effective written and verbal communication skills. |
| Managing difficult conversations | Work with others to manage differences in opinions, interests, and communication issues to reach agreement. |
| Interpersonal Skills | Recognise and regulate one's emotions; understands interests and emotions of others achieve best outcomes possible in an authentic manner. |
| Critical thinking and problem solving | Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions. |
| Strategic Planning | Consider the needs of the stakeholders, organisation, national and global developments to articulate actions that addresses immediate and future needs of the community. |
| Project Delivery | Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working. |

| Personal Qualities | Capability Description |
|------------------------------------|---|
| Flexibility and adaptability | Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results. |
| Resilience | Maintain a positive attitude and consistently deliver quality work in the face of challenging situations. |
| Outcomes thinking | Think and work in different ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity. |
| Digital and technological literacy | Integrate digital and technological developments in the design and delivery of relevant policies, programs and services |

Responsibilities

Environmental: The Victorian Ombudsman is committed to lead by example, in particular through environmentally sustainable practices in our workplace and activities.

OH&S: Under section 25 of the Occupational Health and Safety Act 2004 employees must take reasonable care for their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments are subject to a satisfactory criminal record check and be willing to obtain or have a current Working with Children Check.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
 - Conflict of Interest Declaration (where applicable)
- All new employees of VO are required to take an oath or affirmation on commencement.
- All VO employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

Values: All VO employees must comply with the Victorian Public Sector Values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.