

## POSITION DESCRIPTION

|                             |                                                                              |
|-----------------------------|------------------------------------------------------------------------------|
| <b>Position Title:</b>      | Investigation Support Officer                                                |
| <b>Position Number:</b>     | 100120                                                                       |
| <b>Work Unit/Division:</b>  | Investigations, Operations                                                   |
| <b>Classification:</b>      | VPSG 3                                                                       |
| <b>Salary Range:</b>        | \$79,122 to \$87,599 per annum plus 12% employer superannuation contribution |
| <b>Employment Type:</b>     | Fixed Term (12 months)                                                       |
| <b>Position Reports to:</b> | Principal Investigator                                                       |
| <b>Location:</b>            | Level 2, 570 Bourke Street, Melbourne Vic 3000                               |

### **About Us**

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

### **About the Role**

The Investigations Support Officer will draw upon their knowledge of administrative law principles to provide critical support to the wider Investigations team with document management, evidence management, drafting correspondence, witness and stakeholder engagement, coordinating witness interviews, conducting 'open source' searches and document searches, and other key operational support to the Investigations team as required.

The successful incumbent will also be trained and developed in records management, relevant IT systems and applications and investigation techniques.

As a sworn member of Ombudsman staff, the Senior Investigation Officer 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.

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

### **Key Accountabilities**

- Recording evidence in VO's case management system.

- Sending correspondence to Victorian Inspectorate and other agencies.
- Downloading and saving interview recordings.
- Ordering and sometimes personally transcribing interviews or parts of interviews, and then proofing the transcripts.
- Managing meeting and interview appointments, including stakeholder meetings, induction and other training within the Investigations team.
- Managing correspondence for large investigations, especially during the procedural fairness stage of the investigation and the final reporting process.
- Preparing for interviews including setting up the technology and organising exhibits to show witnesses through Microsoft Teams.
- Provide administrative and operational support to other teams within the office from time to time.
- Other duties as required.

### **Key Selection Criteria**

1. Proven understanding of administrative law principles and practices.
2. Strong administrative and organisational skills.
3. Previous experience across the Microsoft Suite including Teams and Outlook.
4. Professional verbal and written communication skills.
5. Proven ability to manage competing priorities while anticipating how to overcome hurdles when meeting deadlines and working collaboratively within a team.
6. Appreciation of and commitment to the Victorian Ombudsman's processes and values.

### **Qualifications and Experience**

#### **Desirable:**

1. Tertiary qualification in law, social sciences, investigations or equivalent.

### **Capabilities**

| <b>Knowledge and Skills</b> | <b>Capability Description</b>                                                                                                                                                          |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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. |
| 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.             |
| Project Delivery                      | Define work activities required to deliver against outcomes intended in line with agreed timeframes, resources and ways of working.                                           |
| <b>Personal Qualities</b>             | <b>Capability Description</b>                                                                                                                                                 |
| 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:** VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

**OHS:** Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of 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 will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
  - Statutory Declaration for recruitment purposes
  - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

**Values:** All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality,