

POSITION DESCRIPTION

Position Title:	Principal Investigator
Position Number:	100338
Work Unit/Division:	Investigations, Operations
Classification:	VPSG 6.1
Salary Range:	\$138,631 to \$162,076 per annum plus 12% employer superannuation contribution
Employment Type:	Fixed Term (12 months)
Position Reports to:	Director, Investigations
Location:	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 role of a Principal Investigator (PI) is to expertly lead a team of investigators to manage complaint-based, own motion and public interest complaint investigations.

The PI has extensive knowledge, skills and experience in conducting and managing investigations and leading investigations teams. The role requires exceptional written and verbal communication, leadership and project management skills

The PI will also be required to provide support and expert advice to Investigators, in accordance with VO policies and procedures.

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

Key Accountabilities

Reporting to the Director, Investigations, the duties of the Principal Investigator are to:

- Lead complaint-based, own motion, parliamentary complaint and public interest complaint investigations
- Lead a team of investigators and provide supervision, guidance, training, mentoring and other performance management activities to support team members

- Contribute to quality assurance activities and provide timely and constructive feedback, to support efficient and impactful investigations
- Engage with respondents and other stakeholders to foster productive relationships
- Contribute to the development and implementation of VO's policies and procedures
- Work constructively with peers to ensure consistency in investigative approach across the team
- Contribute to internal and external training, presentations and projects
- Build and maintain positive relationships with internal stakeholders

Key Selection Criteria

1. Demonstrated extensive experience in investigation management and leading a high performing team of investigators.
2. Proven project management skills.
3. Proven problem solving and investigative analysis capability, including demonstrating lateral thinking and initiative in developing solutions.
4. Demonstrated highly developed written communication skills with a proven record of producing reports in relation to complex matters.
5. Demonstrated strong interpersonal skills, including the ability to liaise and negotiate productively with a wide range of internal and external stakeholders on sensitive and complex matters.
6. A good knowledge of the Victorian public sector and a familiarity with legislation, or a demonstrated ability and experience to acquire such knowledge.
7. Formal qualifications and/or training in investigations or a related discipline are required. Formal qualifications in policy, social sciences, law or a related discipline would also be highly regarded.

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
Self-awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness
Working collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes

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,