

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Investigation Officer
<b>Position Number:</b>	100277
<b>Work Unit/Division:</b>	Investigations, Operations
<b>Classification:</b>	VPSG 5.1
<b>Salary Range:</b>	\$116, 413 to \$128,631 per annum plus 12% employer superannuation contribution
<b>Employment Type:</b>	Fixed Term to July 2027
<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 Senior Investigation Officer works flexibly and collaboratively across different areas of the office to provide timely, specialist complaint handling, assessment and investigation expertise to key projects and functions.

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.

The Senior Investigation Officer will provide support, advice and development to a highly capable cohesive team whilst ensuring they meet key operational goals and targets.

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**

- Support and conduct complex enquiries and investigations, including protected disclosure complaints and/or manage small teams to do so.
- Provide authoritative advice, reasoned recommendations and solutions to complex and sensitive matters received by the Ombudsman, particularly in the area of Human Rights.
- Influence negotiations with stakeholders to advance organisational goals.
- Participate in the identification and conduct of 'own motion' investigations into systemic issues across public sector agencies.
- Demonstrated experience in project and/or investigation management or similar.
- 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.

## **Key Selection Criteria**

1. Relevant and recent work experience in investigations, complaints and/or projects.
2. Proven professional understanding of Administrative Law.
3. High level cognitive, problem solving and investigative skills, including demonstrated lateral thinking.
4. Proven ability to manage competing priorities, ensuring tasks are delivered within agreed timelines.
5. Demonstrated interpersonal, oral/written communication and negotiations skills, with an ability to establish and maintain productive relationships with, and influence, internal and external stakeholders on sensitive and complex matters.
6. Ability to work in collaboration with the Principal Investigator to coach and mentor employees and work as part of a close knit and professional team in a way that supports and promotes VO's cultural values.
7. A sound knowledge of legal, regulatory, investigatory, and/or public sector environments, and a familiarity with working with legislation, or a demonstrated ability to quickly acquire such knowledge.

## **Qualifications and Experience**

### **Required:**

1. 3+ years professional experience in a similar role

### **Desirable:**

1. Tertiary qualification in investigations, law or a 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:** 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, accountability, respect, leadership, and that they respect and promote human rights.