

POSITION DESCRIPTION

Role Title:	Senior Investigation Officer
Classification:	VPS 5.2
Office:	Victorian Ombudsman (VO) Level 2, 570 Bourke Street, Melbourne 3000
Division/Team:	Operations, Investigations
Position Number:	TBC
Salary range:	\$121,250 to \$132,764 per annum, plus 11.5% employer superannuation contribution
Tenure:	Ongoing
Reporting line:	Principal Investigator

POSITION CONTEXT:

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* 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.

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

PERSONAL ATTRIBUTES THAT LEAD TO SUCCESS IN THIS ROLE:

- Calm under pressure
- Analytical
- Decisive
- Autonomous
- Resilient
- Emotional intelligence
- Big picture thinking
- Collaborative
- Energetic
- Objective
- Values feedback
- Acts fairly with integrity
- Courageous
- Able to deal with ambiguity
- Empowers others
- Flexible
- Problem solver
- Attention to detail

CAPABILITIES THAT LEAD TO SUCCESS IN THE ROLE:

- Experience conducting administrative investigations
- Working for an oversight body
- Sound judgement and decision making
- Ability to multitask and manage competing priorities
- Excellent interpersonal skills
- Skillful in verbal and written communication, including reporting writing and tailoring communication to the audience
- Qualifications in Law, Arts, Research, Government, Investigations or equivalent
- Ability to think creatively about more efficient ways to deal with a matter
- Capacity to weigh evidence and form conclusions on the balance of probabilities
- Negotiation skills
- Applying procedural fairness
- Coaching and mentoring skills
- Knowledge of law, government, human rights and social justice
- Analytical thinking
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ROLE RESPONSIBILITIES

- 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.
- Other duties as directed, which may involve supporting or moving to other teams within the office.

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- Operate with a level of autonomy and accountability in the duties of the role.
- Influence negotiations with stakeholders and provide innovative solutions and thinking to advance organisational goals.
- Provide leadership, guidance and advice to less experienced investigators based on advanced expertise.
- Lead projects and initiatives in pursuit of VO's Strategic Framework.

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. 5+ years professional experience in a similar role

Desirable:

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

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

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The preferred applicant will need to:

- Successfully complete security clearance prior to commencing including Pre-employment Security Check (Declaration Form)
- Working with Children Check
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration Form for recruitment purposes
 - Confidentiality Declaration
 - Conflict of Interest Declaration.
- Refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

Victorian 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.