

Job and Person Specification

Title of Role:	Senior Investigator	Classification:	ASO6
Business Unit:	Consumer and Business Services	Position Number:	Multiple
Branch:	Compliance and Enforcement		

Primary Purpose

The Senior Investigator is responsible for undertaking and coordinating complex, diverse and sometimes protracted investigations pursuant to legislation administered by Consumer and Business Services. The Senior Investigator may lead or participate in taskforce operations and provide support and guidance to Investigators and other staff in the Compliance and Enforcement branch.

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

The Compliance and Enforcement branch is responsible for ensuring high levels of industry compliance are maintained under all legislation administered by CBS.

The Senior Investigator operates within a highly complex, politically sensitive and changing environment and is required to exercise a high level of judgement and decision making under broad direction.

Reporting Relationships

- Reports to the Manager Investigations

Key Relationships/Interactions

- Works closely with Assessment Officers, Investigators and other staff within Compliance and Enforcement
- Crown Solicitor's Office, SA Police and other relevant state and federal regulatory agencies
- General public and employers

Key Challenges

- Managing priorities with a high workload and often protracted nature of investigations.
- Maintaining working knowledge of multiple Acts administered by CBS to ensure investigative activities and outputs withstand judicial scrutiny.
- Participating or leading taskforces often required to be activated and executed at short notice.

Special Employment Conditions

- Some out of hours work is required.
- May be required to work according to a 7-day roster including weekends and public holidays.
- Requirement to hold a current driver's licence and willingness to drive.
- Interstate and intrastate travel including overnight absences.
- Eligible to be appointed and exercise the powers and functions of an Authorised Officer or Inspector under relevant legislation.

- Will be authorised to issue Expiation Notices under relevant legislation.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's voices in the community and workplace.

Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Work from home arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Senior Investigator is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Conduct Investigations	<ul style="list-style-type: none"> • Undertake and coordinate complex or specialised investigative activities including interviews, document review and evidence collection. • Effectively and regularly communicate with the parties to an investigation. • Prepare disciplinary and prosecution briefs to the standard required by Courts and other relevant authorities. • Plan, coordinate and/or participate in taskforce operations at short notice. • Represent CBS in court matters relating to investigations and provide witness testimony. • Provide support and guidance to Investigators. 	<ul style="list-style-type: none"> • Investigation activities are conducted in line with internal procedures and legislative requirements and are of a standard required by Courts, the Crown Solicitor's Office or other relevant regulatory bodies. • Investigation case load is effectively prioritised and agreed deadlines met. • CBS is positively represented in public and court settings. • Support is provided to other Investigators and Senior Investigators in the team. • Appropriate stakeholder engagement.
Advice and Analysis	<ul style="list-style-type: none"> • Undertake complex data analysis of trends in relation to investigations. • Provide advice to assist Assessment Officers to assess complaints. • Provide specialist expert advice on investigation matters to internal stakeholders. 	<ul style="list-style-type: none"> • Provide specialist advice in a timely manner as required. • Participate in preventative and educational activities as appropriate.



	<ul style="list-style-type: none"> • Participate in education and prevention activities undertaken across the Branch. • Develop briefing papers as relevant. 	
Contribute to Culture	<ul style="list-style-type: none"> • Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. 	<ul style="list-style-type: none"> • Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered. • Respectful behaviour observed when faced with diversity/differences in opinion.

**Capabilities relevant to the role
(Qualifications, Skills, Knowledge and Experience)**

Essential	<ul style="list-style-type: none"> • Proven experience in investigation work, including analysing complex and sensitive situations, determining essential elements of investigations and gathering and assessing evidence. • High level knowledge and experience of investigation and interviewing techniques, including questioning witnesses, suspects or alleged offenders, and facilitating formal interviews under caution. • High level experience in preparing written reports, witness statements, and court briefs, including recommendations for disciplinary actions and prosecutions, capable of withstanding judicial scrutiny. • Demonstrate knowledge of evidentiary procedures required by courts, tribunals and boards of enquiry and the principles of natural justice. • Demonstrated ability to work under broad direction and exercise a significant level of responsibility, decision, judgement and delegated authority in completing complex, critical or novel investigations with autonomy and providing guidance to less experienced investigators. • Interpersonal skills and ability to establish and maintain productive working relationships with colleagues and other relevant stakeholders.
Desirable	<ul style="list-style-type: none"> • Diploma of Government Investigation or equivalent • Experience or tertiary qualifications in a relevant discipline e.g. law, investigations, accounting or commerce. • Knowledge and understanding of the legislation administered by CBS.

Behavioural Capabilities

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Senior Investigator role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.



	Strategic Focus	Results Orientation	Service Delivery Excellence	Relationship Management	Professional Approach and Drive
Strategic	Shapes Strategic Thinking and Change	Achieves Organisational Results	Drives Business Excellence	Forges Relationships and Engages Others	Exemplifies Personal Drive and Professionalism
Tactical	Promotes Strategic Thinking and Change	Achieves Team Results	Delivers Business Excellence	Establish Relationships and Engages Others	Models Personal Drive and Professionalism
Operational	Supports Strategic Direction	Achieves and Monitors Own Results	Supports Service Delivery Excellence	Fosters Working Relationships	Supports Personal Drive and Professionalism
Foundational	Understands the Strategic Direction	Achieves Individual Results	Contributes to Service Delivery Excellence	Maintains Working Relationships	Demonstrates Personal Drive and Professionalism

Element	Behaviours
<p>Supports Strategic Direction <i>Supports strategic direction and contributes to Business Unit goals and direction</i></p>	<ul style="list-style-type: none"> Supports strategic direction and plans Communicates plans in practical terms to others Is sensitive to political drivers influencing priorities and decisions Identifies and raises awareness of trends, potential problems and opportunities Identifies and manages risk as appropriate and escalates as necessary Actively participates in business planning Contributes to the drive for change and innovation
<p>Achieves and Monitors Own Results <i>Monitors own progress and achieves results at the individual level</i></p>	<ul style="list-style-type: none"> Sets and communicates clear expectations around quality of work and timeframes Monitors progress towards achieving outcomes Takes responsibility for the delivery of quality and timely results Measures performance and acts on opportunities for continuous improvement Critically evaluates issues and ensures solutions are practical and achievable Negotiates as necessary to achieve outcomes Prioritises workload effectively and negotiates deadlines where appropriate
<p>Delivers Business Excellence <i>Manages and guides the workforce to deliver outcomes</i></p>	<ul style="list-style-type: none"> Manages and develops capability and expertise of the workgroup to achieve outcomes Sets clear performance standards that are linked to business unit outcomes Effectively manages their own, individual and team performance Provides clear, honest and timely feedback, including addressing non-performance promptly and recognising high performance Supports continuous learning and the development of others Demonstrates and ensures a strong focus on internal and external customer service Promotes a culture of financial responsibility, accountability and awareness Effectively manages and coordinates resources for optimal outcomes
<p>Fosters Working Relationships <i>Fosters and strengthens working relationships with existing stakeholders</i></p>	<ul style="list-style-type: none"> Develops existing working relationships and internal networks Collaborates with relevant stakeholders Makes an effort to understand others' perspectives, motives, agenda Openly shares information and knowledge as appropriate Takes into account the situation and audience and acts accordingly Actively listens and communicates clearly Effectively manages conflict and escalates when appropriate
<p>Models Personal Drive and Professionalism <i>Promotes and role models professionalism and builds a culture of respect, diversity and growth in the team</i></p>	<ul style="list-style-type: none"> Promotes a culture of respect and high ethical standards Demonstrates and promotes professionalism and confidentiality Promotes diversity and uses this to enhance outcomes Seeks opportunities to strengthen areas for development Seeks feedback on performance and engages in self reflection Displays flexibility and adaptability Remains positive and recovers quickly from setbacks Promotes a high standard of wellbeing for self and others

