

Workplace Investigation Support Officer

POSITION DESCRIPTION



Position Number:	3184
Department:	Workforce and Governance
Section:	People and Capability
Unit:	Workforce Ethics
Position Status:	Fixed Term Full Time
Classification:	Level 3 – Rockhampton Regional Council Certified Agreement 2025 – Internal Employees
Reports To:	Workplace Investigations Supervisor
Revised:	August 2026

General Position Statement

This position supports Council's direction by assisting in the management of Council's Complaint Management framework and supporting investigations, facilitating reporting and other administrative functions in accordance with legislation and Council policy. The ability to maintain strict confidentiality is a key requirement of this position.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Assist with investigations pertaining to workforce personnel, public complaints and Council's administrative decisions in a manner that ensures legal and administrative law compliance.
- Ensure compliance with Administrative Action Complaint processes, reporting and oversee the management of the Teams' Pathways complaint module.
- Provide information to internal and external customers on matters relating to Council's complaint management framework and legislation.
- Support the assessment of all referred complaints to ensure responsive and statutory compliant processes are followed. Assist in the assessment and reporting of corrupt conduct matters, in accordance with statutory requirements of the Crime and Corruption Commission.
- Assist in Public Interest Disclosure investigations to the required standard of the Queensland Ombudsman.
- Support internal and external stakeholder engagement and education activities relating to investigations, including assisting with the provision of advice to other departments regarding complaint management.
- Assist with the completion of reports, discussion and briefing papers for Senior Leadership Team's consideration and endorsement.
- Assist with the analysis of information, data and evidence gathered to support investigation findings, report preparation and recommendations for complaint resolution across Council.

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- Maintain accurate and compliant registers, monthly reports and records ensuring that practices are in line with legislative requirements.
- Maintain knowledge on Council services and structure to ensure the Teams' services align with business needs.
- Contribute to the identification and development of improvements relating to Council's complaint management framework and associated policies and procedures.
- Assist in the development and delivery of educational awareness programs relating to the complaint management framework and associated policies and procedures.
- Prepare applicable complaint management and disciplinary correspondence as required.
- Develop and maintain professional working relationships within Workforce and Governance and all groups particularly General Managers, Managers, Supervisors and external stakeholders.
- Ensure a highly confidential and professional manner is maintained at all times in both daily operations and in dealing with others.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Knowledge of legal and administrative law practices pertaining to complaints.
- Analytical, planning, organisational and time management skills.
- Developing knowledge on Council's Complaint Management Framework.
- Demonstrated interpersonal skills, including the ability to communicate and deal with a diverse range of people.
- Developing knowledge pertaining to industrial relations, employment law and Human Resources best practices.
- Ability to interpret legislation applicable to local government.
- Developing negotiation, mediation/conflict resolution, decision making and problem-solving skills.
- Demonstrated ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), Pathway and the MS Office Suite.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management –ability to plan and organise tasks/work to meet objectives of the role.
- Decision Making –ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Adaptable to change –ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications

- Currently studying towards a qualification in Investigations or Human Resources and/or experience in a similar role.

Desirable Qualifications and Experience

- Experience in a local government environment.

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- Qualification in Certificate IV (Government, Investigations, Business or Law) or demonstrated experience within a Human Resources or compliance / investigative role.

Behaviours

- *Customer Service* – Ensure service delivery and advice remain focused on Council's customers and community outcomes.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Act in accordance with Council's Code of Conduct.
- *Council Values* – Demonstrate behaviours aligned to Council's values: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*.

Additional Requirements

- Ability to work in an office and outdoor environment.
- Ability to legally operate a motor vehicle under a "C" Class Licence.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	General Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	