

Senior Workplace Investigations Officer

POSITION DESCRIPTION



Position Number:	3184
Department:	Office of the CEO
Section:	Workforce and Governance
Unit:	People and Capability
Position Status:	Permanent Full Time
Classification:	Level 5 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
Reports To:	Workplace Investigations Supervisor
Revised:	February 2026

General Position Statement

This position supports Council's direction through the management of Council's Complaint Management framework and undertaking 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.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

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

- Plan and undertake high level or complex investigations pertaining to workforce personnel, public complaints and Council's administrative decisions in a manner that ensures legal and administrative law compliance.
- Undertake Administrative Action Complaint investigations to the required standard of the Queensland Ombudsman and undertake processes and reporting of the Teams' Pathways complaint module.
- Provide expert consultancy advice to internal and external customers on matters relating to Council's complaint management framework and legislation.
- Ensure responsive and statutory compliant assessments are undertaken for all referred complaints.
- Assess, investigate and report on matters pertaining to corrupt conduct, in accordance with statutory requirements of the Crime and Corruption Commission.
- Undertake Public Interest Disclosure investigations to the required standard of the Queensland Ombudsman.
- Undertake internal and external stakeholder engagement and education for investigations, including provision of expert advice to other departments regarding complaint management.
- Prepare reports, discussion and briefing papers for Senior Leadership Team's consideration and endorsement.

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- Carry out the critical analysis of information, data and evidence gathered to compile investigation reports, support findings and provide recommendations for complaint resolution across Council.
- 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.
- Identify and develop improvements relating to Council's complaint management framework and associated policies and procedures.
- Develop and provide educational awareness programs to employees on the complaint management framework and associated policies and procedures.
- Analyse systemic trends, identify opportunities, risks and formulate continuous improvement strategies and recommendations for the enhancement of organisational processes, systems and work practices across Council's business.
- Provide expert investigative advice and mentoring to other personnel as required.
- Maintain a comprehensive level of knowledge on Council services, structure and long-term goals to ensure investigative consultant services align with business needs.
- Prepare applicable complaint management and disciplinary correspondence as required.
- Act with a high degree of initiative to assist the Unit.
- 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

- Demonstrated strong knowledge of legal and administrative law practices pertaining to investigative services.
- High level of analytical, planning, organisational and time management skills with a high degree of autonomy.
- Demonstrated expert knowledge on Council's Complaint Management Framework.
- Proficiency in producing logical and professionally written investigative reports of a comprehensive and complex nature.
- Excellent level of interpersonal skills, including the ability to quickly and accurately capture information gained through informal and formal interview processes.
- Demonstrated ability to negotiate mutually beneficial outcomes and deal with a diverse range of people.
- Demonstrated knowledge pertaining to industrial relations, employment law and Human Resources best practices.
- Comprehensive knowledge of Whole of Council processes and policies.
- Demonstrated knowledge and ability to interpret legislation applicable to local government.
- Demonstrated 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.

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- 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

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

Desirable Qualifications and Experience

- Experience in a local government environment.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *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* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *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.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- 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.

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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:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	