

Workplace Investigations Supervisor POSITION DESCRIPTION



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| Position Number: | 3333 |
| Department: | Office of the CEO |
| Section: | Workforce and Governance |
| Unit: | People and Capability |
| Position Status: | Permanent Full Time |
| Classification: | Level 6 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees |
| Reports To: | Coordinator People & Capability |
| Revised: | January 2026 |

General Position Statement

This position plays a pivotal part in advancing Council's strategic objectives by overseeing the complaint management framework function and delivering professional specialist investigative services for a wide range of employee and public related complaints in accordance with legislation. As a senior leader within the People and Capability Team, this position leads the day-to-day operations of a highly specialised team of investigators. 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.

- Lead and manage the various functions of the Workforce Ethics Team through planning and implementing strategic initiatives including the team's human and financial resources in an efficient manner.
- Oversee the day-to-day activities relating to Council's Complaint Management framework across Council.
- Plan, coordinate and conduct 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.
- Ensure responsive and statutory compliant assessments 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 and supervise Public Interest Disclosures and Administrative Action Complaints investigations to the required standard of the Queensland Ombudsman.
- Determine and undertake internal and external stakeholder engagement for investigations, including provision of expert advice and consultancy to other departments regarding complaint management and legislation.
- Prepare reports, discussion and briefing papers for Senior Leadership Team's consideration and endorsement.

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- As a Senior leader in the People and Capability team provide expert guidance, mentoring and support to all team members fostering a positive work environment and a high performing team that promotes collaboration, productivity, and employee growth.
- Oversee and 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.
- Manage the maintenance of accurate and compliant registers, monthly reports and records ensuring that practices are in line with legislative requirements.
- Identify and develop continuous improvement initiatives for Council's complaint management framework and associated policies and procedures.
- Manage the development and provision of educational awareness programs to all 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.
- Undertake negotiation, mediation/conflict resolution processes to obtain desired outcomes.
- Facilitate external investigations on behalf of other Councils in accordance with respective policy and processes, 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.
- Develop and maintain professional working relationships across Council 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 ability to supervise and monitor work activities of a team, including the ability to provide technical training and mentoring to members of the team.
- Demonstrated strong knowledge of legal and administrative law practices pertaining to investigative services.
- High level of knowledge pertaining to industrial relations, employment law and Human Resources best practices.
- Expert knowledge on Council's Complaint Management Framework.
- High level of analytical, planning, organisational and time management skills with a high degree of autonomy.
- 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.

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- Ability to develop a comprehensive knowledge, of Council processes and policies.
- Demonstrated knowledge and ability to interpret legislation applicable to local government.
- Extensive 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.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- 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 substantial work experience in the field of investigative services.

Desirable Qualifications and Experience

- Experience in a local government environment.
- Experience in the provision of Industrial Relations strategies, employment law matters, anti-discrimination, human rights harassment including alternative dispute resolution and mediation.

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*.

Leadership Capabilities

- Council's Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth. Further Information Appendix A.**

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).

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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.

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

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Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

| Key Leadership Capabilities | Leadership Standard / Behaviour | Standards / Behaviours Required at this Leadership Level |
|-----------------------------|--|--|
| Build and Maintain Trust | Engage and Inspire our People | Ensures alignment between work and Council's vision to engage and inspire others. |
| | Empower our People | Empowers others and builds trust and confidence through coaching. |
| | Enable Teamwork and Collaboration | Ensures teamwork and collaboration within and across teams. |
| | Effectively Communicate across the Organisation | Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders. |
| | Build Effective Enduring Relationships | Engaging in and supporting others to build effective and enduring relationships built on trust and respect. |
| Deliver Results | Manage People Performance | Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees. |
| | Develop our People | Identify opportunities to provide development opportunities and coaching to others. |
| | Demonstrate Ethical and Accountable Decision Making | Develops own and team's organisational, political and cultural awareness. |
| | Demonstrate Organisational and Situational Awareness | Makes decisions in situations where there is scope for interpretation. |
| | Maintain a Strategic Focus | Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns. |
| | Plan and Organise Resources | Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner. |
| Customer / Community Driven | Be Customer and Community Focused | Focus on the purpose of Council and delivering what's best for the customer and community in line with vision. |
| | Manage customer and stakeholder relationships | Anticipates and adapts to customer and stakeholder needs. |
| Lead and Enable Change | Lead Change Effectively | Manages the process of change to ensure successful implementation. |
| | Lead Continuous improvement and Innovation | Supports others to identify, gain acceptance and implement continuous improvement opportunities. |
| Commit to Personal Growth | Commit to Personal Growth and Learning Agility | Commits to own personal growth and learning agility and shares learnings with others. |
| | Lead with Emotional Intelligence | Develops emotional intelligence and awareness of impact of actions on others. |
| | Build and maintain Technical and Operational Competence | Maintains own technical and operational competence and supports others to develop and maintain their competence. |