

Role Description

Investigator

Cluster	Transport and Infrastructure
Agency	Roads & Maritime Services
Division/Branch/Unit	Compliance and Regulatory Services
Location	Various
Classification/Grade/Band	USS8
Role Number	Various
ANZSCO Code	599599
PCAT Code	1119192
Date of Approval	June 2019
Agency Website	http://www.rms.nsw.gov.au/

Agency overview

Roads & Maritime Services (RMS) was formed on 1 November 2011 with key accountabilities:

- Delivery of new roads and maritime infrastructure to optimise safety and effective & efficient use
- Effective & efficient traffic management and use of the road and maritime network
- Execution of road and maritime safety policies and regulations
- Maintenance of the road and maritime infrastructure to optimise safety, traffic management and asset life

RMS is part of a new integrated transport authority led by Transport for NSW (TfNSW) that aims to create a better transport system, one that is fundamentally designed around the needs and expectations of customers, communities and the economy.

The other delivery focused Transport Agencies include Sydney Trains, NSW Trains and the State Transit Authority. The Private Transport Operators include Private Ferry operators and Private Bus operators.

Primary purpose of the role

The Investigator is responsible for conducting high-level and complex investigations of matters associated with vehicles, drivers and operators and the road transport industry, often in association with other agencies, to support compliance and enforcement activities.

Key accountabilities

- Conduct complex investigations, including investigating criminal matters, ethically and ensuring due process is followed.
- Prepare evidentiary briefs by gathering and analysing information received from a variety of sources, manage witnesses and evidence, prepare documentation, represent the RMS in court, and give evidence to support prosecutions against non-compliance.

- Correctly issue enforcement documentation to drive compliance to relevant Acts and Regulations from state and federal jurisdictions including Road Transport Law, the *Passenger Transport Act 1990*, the *Commonwealth Corporations Act 2001* and the *NSW Evidence Act 1995*.
- Deliver investigation outputs by preparing reports, statements, file notes, records of interviews and executing search warrants (when applicable), to support findings presented and the conclusion reached to comply with relevant Acts, Regulations, and agreed performance standards and measures.
- Undertake analysis of information received that may be used in subsequent enforcement activities to monitor the compliance of vehicles, drivers, operators and other parties.
- Lead either solely or as a team member the full investigative cycle from the investigation of allegations through to possible court prosecution, by preparing documentation and representing the RMS in court, and giving evidence as the key Investigator to support prosecutions against non-compliance.
- Participate in multi-disciplined operations and project teams with staff from other areas within the branch and RMS such as Prosecutions and Sanctions and Legal Branches, and with other agencies such as NSW and interstate Police, Fair Trading, Customs and other road agencies.

Key challenges

- Managing a high volume case load to ensure timely and efficient completion of investigations.
- Prioritising work to ensure tight deadlines are met and maintaining the highest level of confidentiality and discretion.
- Analysing complex and changing legislation.

Key relationships

Who	Why
Internal	
Senior Manager	<ul style="list-style-type: none"> • Receive broad guidance and advice • Escalate and discuss contentious issues and exchange information and report on progress towards business objectives.
Team Leader	<ul style="list-style-type: none"> • Receive instruction and provide expert advice and guidance • Escalate and discuss critical issues
Investigations Team	<ul style="list-style-type: none"> • Maintain a strong and supportive team environment • Share/exchange information to drive continuous improvement • Seek peer feedback and discuss risks and issues to develop solutions
All areas of Compliance Branch	<ul style="list-style-type: none"> • Collaborate and consult on a regular basis, provide expert advice and exchange information • Optimise cross branch engagement to achieved defined outcomes.
Legal Branch	<ul style="list-style-type: none"> • Collaboration to produce successful Court outcomes
External	
NSW and inter-state Police	<ul style="list-style-type: none"> • Maintain collaborative working relationships • Exchange and receive information • Conduct joint operations and collaborate with those agencies to produce compliance outcomes.

Who	Why
Senior Legal Counsel	<ul style="list-style-type: none"> • Liaise with and provide support to Legal Counsel in prosecutions and Court action.
Other Agencies including, Work Cover, Fair Trading, Customs	<ul style="list-style-type: none"> • Conducts joint operations and collaborate with those agencies to produce compliance outcomes.

Role dimensions

Decision making

The role is expected to operate with some level of autonomy, makes day to day decisions relating to work priorities and workload management. The position is also fully accountable for the delivery for assigned projects on time and at or below budget. The role operates independently but has an agreed work program and accountabilities using established policies and procedures

Reporting line

This role report to the Team Leader

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Certificate IV in Government (Investigation) or equivalent and demonstrated experience in performing complex investigations leveraging a broad range of investigation methods and techniques.
- Demonstrated knowledge and understanding of relevant Acts, Regulations and other applicable legislation.
- Possess a current and valid Australian motor vehicle driver license and willingness to work outside normal working hours and travel on occasion.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Adept
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation