

Role Description

Investigator



Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Security Licensing & Enforcement Directorate (SLED)
Location	Police Headquarters (PHQ), Parramatta
Classification/Grade/Band	Clerk 7/8
ANZSCO Code	531111
PCAT Code	1119192
NSWPF Role Number	
Date of Approval	27/11/2018
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people, with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Investigator is responsible for conducting complex investigations, audits and operations and taking appropriate enforcement action to ensure legislative compliance by Security Licensing & Enforcement

Directorate (SLED) regulated industries. The role also contributes to the continuous review of industry compliance levels and the effectiveness of SLED’s legislation, policies and procedures.

Key accountabilities

- Plan and undertake investigations, audits and operations, in accordance with NSWPF standards and relevant legislation.
- Prepare investigation and audit reports that document activities and identified issues and make appropriate recommendations.
- Implement approved enforcement action in a timely manner in accordance with legislation and graduated enforcement principles.
- Participate in reviews of completed investigations and audits to enable continuous improvement in their planning and execution.
- Provide information and advice to management to inform decision making.
- Prepare briefs of evidence and give evidence at legal and appeal proceedings as required.

Key challenges

- Build strong, productive and professional relationships with internal and external stakeholders to promote legislative compliance.
- Develop and maintain knowledge and understanding of relevant legislation, policies, procedures and industry practices.
- Manage workload with competing priorities in order to meet agreed timeframes.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates on key projects, issues, priorities and business objectives. • Provide advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Escalate sensitive or complex issues
Work Team	<ul style="list-style-type: none"> • Support team and work collaboratively to contribute to delivery of business outcomes • Information exchange
Other SLED Teams and other NSWPF Commands	<ul style="list-style-type: none"> • Provide advice and guidance • Resolve issues where possible and escalate where necessary • Information exchange
External	
Clients/Customers	<ul style="list-style-type: none"> • Provide advice and guidance • Resolve issues where possible and escalate where necessary • Information exchange

Role dimensions

Decision making

This role has autonomy to make decisions regarding daily activities in accordance with priorities set by the Manager. The role recommends enforcement action in relation to identified non-compliance.

Reporting line

- Manager, Compliance & Enforcement – Clerk 9/10

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements



- Obtain and maintain the requisite security clearances for this position.
- Experiencing in conducting investigations in a regulatory, law enforcement or similar environment.
- Certificate IV in Government (Investigations) and/or Certificate IV in Government (Statutory Compliance) and/or equivalent experience.
- Current NSW Drivers Licence with 6 months clear record.
- Ability and willingness to travel throughout the Sydney Metropolitan area and regional NSW.

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	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	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		
Display Resilience and Courage	Adept	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback/advice Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively Raise and work through challenging issues and seek alternatives Keep control of own emotions and stay calm under pressure and in challenging situations
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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Actively listen to others and clarify own understanding Write fluently in a range of styles and formats Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements Keep discussion focused on the key issues
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 options 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
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	27.11.2018
V1.1	Agency Overview & Cluster amended	20.09.2019

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
50836679	CS – SLED	50836680	CS – SLED	50836681	CS – SLED	50836682	CS – SLED
50836683	CS – SLED	50836684	CS – SLED	50836685	CS – SLED	50836686	CS – SLED
51256455	CS – SLED	51256456	CS – SLED	51256457	CS – SLED	51256458	CS – SLED
51256459	CS – SLED	51256460	CS – SLED				