

# Role Description

## Investigations Consultant

Cluster	Transport and Infrastructure
Agency	Transport for NSW
Division/Branch/Unit	Corporate Services / People and Culture / Workforce Relations and Management
Location	Within Transport Cluster Agencies & TfNSW Divisions – Various
Classification/Grade/Band	Transport Service Grade 8
Senior Executive Work Level Standards	N/A
Role Number	Multiple Positions
ANZSCO Code	223113
PCAT Code	TBC
Date of Approval	07 March 2019
Agency Website	<a href="http://www.transport.nsw.gov.au">www.transport.nsw.gov.au</a>

### Agency overview

Transport for NSW (TfNSW) is the lead agency of the NSW Transport cluster. At Transport, we're passionate about making NSW a better place to live, work and visit.

Our vision is of a connected roads and public transport network that has higher capacity and gives people the freedom to choose how and when they get around, no matter where they live and work. Right now, we're delivering a \$41.5bn program – the largest this nation has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce which reflects the community and the customers we serve.

### Primary purpose of the role

The Investigations Consultant provides a high quality investigation services into alleged misconduct by employees of TfNSW and/or its agencies. The Consultant achieves this through managing investigation service providers to undertake the investigation on TfNSW's behalf. The role tracks workflows and timelines and manages the maintenance of records and the provision of quality reports to provide assurance in the contract management process. The role provides high level advice, support and assistance with disciplinary and corruption investigations carried out by investigation service providers. The Consultant may be required to undertake investigations of employee related conduct under the guidance of the Investigation Services Manager.

### Key accountabilities

#### Common Accountabilities

- **Teamwork** – Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.

- **Safety** – Comply with the System Requirement, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System.
- **Ethics and probity** – Promote the Public Sector Values of Integrity, Trust, Service and Accountability, and the organisation’s Code of Conduct, and manage business processes to ensure the proactive identification of risk and the review and improvement of systems designed to minimise or eliminate fraud and corruption.

### Case Management

- **Coordinate Investigations** - Identify and engage appropriate investigation service providers where the requirement for an external investigation has been identified.
- **Contract Administration and Management** – Work cooperatively with the Manager to administer the investigation service provider contracts to ensure compliance with contract obligations and monitor achievement of KPIs. Maintain administration processes that support contract documentation, communication, tracking of costs and reporting. Manage caseload efficiency of investigation service providers across the Cluster.
- **Stakeholder relationships** - Work with appropriate stakeholders in TfNSW and its agencies in providing support for the conduct of investigations of alleged misconduct
- **Document Management** – Ensure all documentation associated with allegations, complaints and investigations is effectively managed and tracked using the Branch’s agreed document management protocols.
- **Investigations** - undertake investigations of employee related conduct under the guidance of the Investigation Services Manager as required.

### Key challenges

- Ensuring effective and efficient Workplace Conduct and Investigations Unit operations and that Branch Key Performance Indicators are met and reported accurately.
- Keeping abreast of current and emerging best practice, Government policy and statutory requirements relating to Workforce Relations, Conduct, and Investigations.
- Maintaining confidentiality of sensitive information.
- Managing investigation service providers to ensure that prompt, expert, professional and high quality investigation reports are provided in line with requirements for investigations.
- Establishing and maintaining sound communication and relationships within Transport for NSW and operating agencies and their stakeholders.
- Building and maintaining a wide knowledge and understanding of the business environments within the Transport Cluster agencies.
- Ability to persuade, influence and motivate people to achieve outcomes.
- Working effectively as a member of the Transport for NSW Investigations team whilst operating remotely when required.

### Key relationships

Who	Why
<b>Internal</b>	
Agency Professional Standards Units across the Transport Cluster.	<ul style="list-style-type: none"> <li>• Referral of completed disciplinary investigation reports and briefing notes related to assessments.</li> </ul>

Who	Why
<b>External</b>	
NSW Police	<ul style="list-style-type: none"> <li>• Liaising with the NSW Police in relation to any criminal matters that might affect the outcome or progress of an active investigation.</li> </ul>

**Role dimensions**

**Reporting line**

The position reports to an Investigation Services Manager.

**Direct reports**

No direct reports

**Budget/Expenditure**

Nil

**Essential requirements**

- Demonstrated knowledge of employee conduct investigation processes.
- Experience in managing contract investigation service providers.
- Ability to analyse complex issues, use sound problem solving skills and make balanced and ethical judgements.
- Strong communication and negotiation skills including the ability to influence others.
- Proven ability to work effectively in a team environment and to share knowledge in order to improve service delivery.
- Tertiary qualifications in a relevant field, or equivalent experience.

**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](http://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	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	<b>Influence and Negotiate</b>	<b>Intermediate</b>
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way</li> <li>• Support a culture of integrity and professionalism</li> <li>• Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>• Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Relationships</b> Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> <li>• Utilise facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements</li> <li>• Keep discussion focused on the key issues</li> </ul>
<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b>	Intermediate	<ul style="list-style-type: none"> <li>• Understand the team/unit objectives and align operational activities accordingly</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Plan and Prioritise		<ul style="list-style-type: none"> <li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>