

Executive Job and Person Specification

Title of Role:	Director, Investigations	Remuneration Level:	SAES 1
Business Unit:	SafeWork SA	Type of Appointment:	12 months
Division:	Regulatory Unit	Position Number:	
Approved by		Approval Date:	

Primary Purpose

The primary purpose of the Director Investigations is to provide leadership, planning and overall management of all investigations functions carried out within SafeWork SA in line with Work Health and Safety (WHS), Industrial Relations (IR) and public safety legislation. The Director, Investigations will also be required to deliver business process improvement within the Investigations Unit of SafeWork SA.

The Director, Investigations is responsible for the co-ordination and execution of all investigations undertaken by SafeWork SA, in particular, ensuring that investigation processes are best practice. The Director, Investigations will be responsible for ensuring SafeWork SA's investigations practices deliver responsive and contemporary services. This will include the development of training programs for employees and instilling a culture of continuous improvement, accountability and ongoing skill/capability development.

The Director, Investigations will work constructively with SafeWork SA's internal and external stakeholders to ensure that investigation processes are conducted in a timely and effective manner and are well understood by those affected.

The Director, Investigations will be responsible for the management of relationships with other key agencies involved in investigations and prosecution processes, principally SAPOL and the Crown Solicitor's Office, to ensure co-ordinated responses and the effective flow of information.

The Director, Investigations will be responsible for engaging experts to provide advice and opinions in the context of the investigations and prosecution process.

The Director, Investigations is responsible for the provision of high quality documentation, evidence and other relevant material to relevant agencies in a form which meets their requirements.

Job Environment

The Director, Investigations operates within the Investigations Unit of SafeWork SA. The Unit is responsible for the delivery of investigations services in all industries across South Australia and operates within the WHS Act 2012, relevant WHS Regulations 2012, the Equal Opportunity Act 1984, the Public Sector Act 2009 and others.

Reporting Relationships

- Reports to the Executive Director – SafeWork SA
- Responsible for up to 20 FTEs across metropolitan and rural/remote locations

Key Relationships/Interactions

- Minister for Industrial Relations
- Executives and Direct Reports within SafeWork SA
- Staff in the Investigations Unit
- Crown Solicitor's Office
- Key SAPOL officers and investigators



- Executives and Business Partners within the AGD
- Key stakeholders, including members of relevant committees and reference groups
- Interstate agencies including Safe Work Australia and other WHS investigation bodies

Key Challenges

- To build upon the current strengths of the organisation and energise staff towards an agreed vision for the future.
- To enhance SafeWork SA's capability in carrying out complex investigations and demonstrating accountability and independence.
- To lead with influence during a period of change.
- To ensure SafeWork SA delivers its vision for safe, fair and productive working lives for all South Australians.
- To ensure SafeWork SA delivers saving targets and operates within budget.
- Both proactively and reactively deliver consistent, and high quality investigations outcomes in a challenging and publicly visible environment.

Special Employment Conditions

- Frequent out of hours work can be expected
- Intrastate and Interstate travel can be expected

AGD Conditions

- Participation in annual performance review and development.
- Actively participate in all mandatory training requirements.
- Abide by the standards in the Code of Ethics for the South Australian Public Sector (the Code), relevant legislation and AGD policies and procedures.
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Flexible Working Arrangement Options

- Compressed weeks arrangements are available in this role.
- Work from home or telework arrangements are available in this role.
- Remote working arrangements are available in this role.



Responsibilities

This Executive Job and Person Specification is not exhaustive and describes the type and nature of duties you may be required to perform. The Executive may be required to perform any duties commensurate with their classification level, skills, experience and qualifications.

The Chief Inspector is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
<p>1. Development of modern Investigations Unit</p>	<ul style="list-style-type: none"> • Create strategies and manage the implementation for shaping an agile, energetic and modern Investigations Unit that is open, transparent and inclusive. • Taking responsibility for SafeWork SA's investigations functions to reflect a high quality, balanced approach built on consistency, effective communication, sensitivity and timeliness. • Oversee the development of a comprehensive staff training program to build capability in investigations processes and techniques. • Ensure quality and timeliness in the commencement and completion of investigations into workplace incidents. • Seek expert opinions or advice regarding investigations which involve criminal or other relevant investigations or proceedings. 	<ul style="list-style-type: none"> • External stakeholders hold a clear understanding of the role of SafeWork SA and are communicated to and collaborated with when appropriate. • Service delivery improvements in line with SafeWork SA and AGD strategic plans. • Agreed deliverables and KPIs established and met.



<p>2. Relationship Management</p>	<ul style="list-style-type: none"> • Constructive and productive relationships are forged and maintained with: <ul style="list-style-type: none"> ○ Internal stakeholders including those within the Investigations Unit, across SafeWork SA and AGD, including the Crown Solicitor's Office. ○ External stakeholders, including relevant SAPOL officers, affected employers, employees, unions, relevant reference groups and advisory councils. • Oversee the development of resilience strategies and driving the use of effective performance management. 	<ul style="list-style-type: none"> • Communication and engagement strategies developed and implemented. • People management strategies adhered to in line with AGD strategies and guidelines. • Agreed deliverables and Key Performance Indicators (KPIs) established and met.
<p>3. Leadership</p>	<ul style="list-style-type: none"> • Actively contribute to a highly performing Executive Team • Influence staff to meet service delivery standards, subject to ongoing review and improvement for quality, consistency and timeliness • Lead with influence and develop mutual trust and respect with all staff. • Provide clear direction while setting and modelling appropriate behaviour and accountability. • Represent SafeWork SA at various public and private settings. 	<ul style="list-style-type: none"> • Demonstrate SAES values – collaboration, innovation, personal development and diversity of experience • Demonstrate Public Sector Values – service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability • Agreed service standards for quality, consistency and timeliness are met or exceeded
<p>4. Procedural excellence</p>	<ul style="list-style-type: none"> • Develop processes to ensure timeliness and integrity of investigations outcomes. • Establish processes for continuous improvement, skills and knowledge development in line with best practice. 	<ul style="list-style-type: none"> • High quality procedure/policies in place. • Continuous improvement and development strategies are devised and implemented.
<p>5. Program delivery / client service</p>	<ul style="list-style-type: none"> • Demonstrate timely and responsive delivery of services to meet stakeholder requirements and priorities. • Operational efficiency: <ul style="list-style-type: none"> ○ to implement business process improvement ○ undertake reviews and analysis of outcomes to identify issues/trends and develop solutions 	<ul style="list-style-type: none"> • Agreed deliverables meet specifications (in particular quality and consistency), timeframes and are within budget • Service delivery improvement: fewer complaints and more compliments from customers; and reduction of cost to business • Operational efficiency: improved business processes and interventions • Ensure resources are being optimised in relation to matters which proceed to prosecution



<p>6. Project Delivery</p>	<ul style="list-style-type: none"> • Leading the feasibility, development and implementation of projects and initiatives necessary to achieve the improvements, benefits and outcomes required by the team • Ensuring that projects are delivered to the timeframes, budget and quality set by the Executive Director. • Undertaking identified related projects within the team aimed at providing strategic policy advice, often to a tight deadline. • Maintain an established management and reporting framework, project plan and necessary systems for projects. 	<ul style="list-style-type: none"> • Projects are delivered on time and within budget • Projects deliver required efficiencies to the Investigations Team • Outcomes are delivered against strategic goals
<p>7. Change Management</p>	<ul style="list-style-type: none"> • Lead change management activities that contribute to broader transformation programs within team. • Lead relevant training and development programs • Manage the people aspects of organisational change • Lead change management projects to ensure successful delivery 	<ul style="list-style-type: none"> • The implementation of key organisational initiatives has led to improved culture and performance; • Projects completed on time.
<p>8. Resource management</p>	<ul style="list-style-type: none"> • Operate within approved annual budget and achieve budget savings • Operate within approved resources • Optimal use of resources including clear strategies to prioritise investigations . 	<ul style="list-style-type: none"> • Budget outcomes for each financial year for the Unit are achieved, in particular budget savings • FTE cap for the Unit is not exceeded • Undertake ongoing measurement and benchmarking of Investigator skill level and training needs.
<p>9. Drive Culture</p>	<ul style="list-style-type: none"> • Pro-actively safeguard the health and wellbeing of staff by ensuring safe work practices are undertaken by self and others in the workplace • Embrace and encourage diversity and cultural differences in the workplace. • Exemplify a culture of professionalism, accountability and confidentiality 	<ul style="list-style-type: none"> • Pro-active measures are undertaken to adhere to and prevent injuries; • Work practices are safe and WHS legislation, policies and procedures are implemented; • Individual differences are encouraged and accommodated in the workplace.

<p>10. Legislative Requirements</p>	<ul style="list-style-type: none"> • Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector employees; the principles of diversity; and the Department's policies and procedures; • Keep accurate and complete records of business activities in accordance with the State Records Act 1997. 	<ul style="list-style-type: none"> • Active participation and contribution in responsible and safe work practices. • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997.
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Knowledge and Experience

Technical expertise relevant to the role (qualifications, skills, knowledge and/or experience):

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • High level understanding of the role of expert advice and opinions in the conduct of investigations, including those which involve multiple jurisdictions. • Extensive people management experience including demonstrated ability to manage complex relationships at various levels and across difficult situations. • Extensive experience in effectively leading, managing, motivating and supporting the development of highly professional and diverse teams, preferably within an investigations or related context. • Ability to lead the formulation and implementation of a governance framework, including policies and systems relating to investigations or related functions • Demonstrated ability in leading and managing effective change. • Demonstrated skills to develop and articulate strategic direction in a complex environment. • High level experience in dealing with employee and employer representatives and key government agencies or proven ability to deal with such groups. • Proven ability to act with integrity and confidentiality on sensitive matters. • Ability to interpret and apply legislation • Proven ability to translate strategic imperatives into operational plans and deliverables. • Thorough understanding of the requirements and standards of effective investigations processes and how investigations outcomes contribute to prosecutions and other formal processes.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • A tertiary qualification in law, management, WHS/IR or equivalent field or relevant industry experience • Experience in senior role relating to legal processes, investigations, law enforcement, integrity agency or similar. • Experience in the effective management of financial resources including budget setting • Experience in the preparation of complex written reports, with appropriate recommendations.

Behavioural Competencies

Descriptors below provide the behavioural competencies required for performance in the Chief Inspector based on the South Australian Executive Service (SAES) *Competency Framework*. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. The broader group of behaviours are applicable to your ongoing success in the role.

For roles with people leadership, **critical** behaviours must include the following **bolded**:



Element	Behaviours
<p>Shapes Strategic Thinking and Change</p>	<ul style="list-style-type: none"> • Aligns strategies with the South Australian Government and Department's strategic plans • Continually reviews goals and plans to reflect changing priorities or conditions • Anticipates risks and manages these accordingly • Operates within a whole of government context and considers multiple perspectives and agendas • Seeks to gather and understand all critical information when planning and making decisions • Demonstrates effective and consistent decision making in an environment of ongoing change and uncertainty • Champions new initiatives and stimulates change
<p>Achieves Results</p>	<ul style="list-style-type: none"> • Brings together concepts and ideas into clear strategies and translates them into concrete implementation plans • Creates a shared sense of purpose towards achieving goals • Holds self and others accountable for quality, timely and cost effective results • Makes well informed effective and timely decisions even when information is incomplete and ambiguous • Makes complex decisions that require a high degree of judgement • Monitors performance and drives continuous improvement
<p>Drives Business Excellence</p>	<ul style="list-style-type: none"> • Anticipates and plans for future events, trends, problems and opportunities • Builds and manages capability and expertise of the workforce to achieve organisational goals • Models and promotes a customer service ethos • Astutely allocates resources for optimal short and long term outcomes. • Models a culture of financial responsibility, accountability and awareness • Sets clear performance standards that are linked to organisational outcomes. • Develops the ability of others to effectively manage their own, individual and team performance and contribute to the organisation • Promotes continuous learning and the development of others to achieve maximum individual and organisational potential.
<p>Forges Relationships and Engages Others</p>	<ul style="list-style-type: none"> • Effectively advocates for the agency and the public sector in public and government forums • Constructively manages and resolves conflict within and across areas. • Holds a clear understanding of the political context and acts accordingly • Adopts and promotes a collaborative approach when working with internal or external stakeholders • Builds extensive effective working relationships, networks and partnerships • Models and promotes sharing of information and knowledge • Adapts approach and communication style to suit the situation and audience • Utilises effective negotiation techniques to achieve mutually beneficial solutions • Actively listens and communicates in a clear, concise and diplomatic manner
<p>Exemplifies Personal Drive and Professionalism</p>	<ul style="list-style-type: none"> • Models and builds a culture of respect and high ethical standards • Provides impartial and constructive advice and clearly voices professional opinion where necessary • Effectively deals with difficult or controversial issues • Willing to embrace risk in decision making • Encourages diversity and uses this to enhance the objectives of the organisation • Models professionalism and confidentiality when dealing with sensitive issues • Models and remains positive under adversity and recovers quickly from setbacks • Demonstrates adaptability in dealing with change • Demonstrates an active commitment to ongoing development • Actively seeks feedback and engages in critical self-reflection • Upholds and promotes a high standard of wellbeing for self and others