

Job and Person Specification

Title of Role: Manager, Investigations

Remuneration Level: MAS3

Business Unit: Investigations

Type of Appointment: Ongoing

Division: SafeWork SA

Position Number:

Job and Person Specification Approval

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Primary Purpose

SafeWork SA (SWSA) is responsible for providing work, health and safety, public safety and state-based industrial relations services across South Australia. As a regulator, Investigators and Inspectors ensure work, health and safety, and public safety standards are met and appropriate action is taken when breaches of laws are detected.

The Manager, Investigations is responsible for leading the Investigation team for conducting investigations into serious incidents or matters of concern. The role is to develop, manage and deliver strategies to support Investigations and SafeWork SA.

The Manager, Investigations is responsible for the performance and development of the team and the management of the operational activities of the team.

Reporting Relationships

- Director, Investigations

Key Relationships/Interactions

- Chief Inspector
- Director, Investigations
- Investigators
- Inspectors
- Administration Staff
- Specialist Staff
- SWSA Executive
- SWSA Employees
- Industry Engagement Advisers
- Industry Stakeholders, unions and associations
- Specialist WHS and I.R. staff within the private sector
- Other government agencies (state & national);
- Private sector organisations such as PCBUs, unions, union representatives, industry

Key Challenges

- Design and delivery of Compliance and Enforcement programs in a manner that is consistent, timely and of high quality; and
- Create and maintain a culture of high performance and accountability.

Special Conditions



- Some out of hours work may be required.
- Some intra and interstate travel requiring overnight absences may be required.
- Possession of a class C driver's licence.

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); and
- Employment is dependent upon a National Police Certificate clearance that the AGD finds satisfactory.

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Manager, Investigations is responsible for:

<p>Management of the Investigation Function</p>	<ul style="list-style-type: none"> • Provide expert advice to the Executive Director, Director and Executive Management on determining matters requiring investigation and compliance initiatives, including the conduct of investigations into matters or incidents/issues of concern to the Executive Director. • Ensure the strategic development of investigation policies and procedures. • Provide expert oversight of operational and strategic, complex and protracted projects and investigations. • Ensure the effective distribution and management of information/reports that are prepared through liaison with all key stakeholders including the Executive Director, Crown Law and SA Police. • Manage responses to enquiries from clients, including the public, media, local government, the Minister and Parliament. • Ensure identified breaches of legislation and complaints are thoroughly investigated and prosecution briefs and complex reports are prepared to withstand scrutiny before the Courts or other relevant authorities. • Develop, implement and maintain risk based audit programs to ensure compliance under all legislation administered by SWSA. • Lead thorough investigations of incidents both critical and otherwise to support the safe working conditions within the private and public sectors. • Lead the delivery of effective and efficient services. • Identify trends, develop appropriate strategies and coordinate the delivery of relevant programs and projects. • Lead the development of Enforceable Undertakings 	<ul style="list-style-type: none"> • Investigations are managed effectively, and reported on accurately and on time. • Responses to clients are managed effectively and in accord with departmental policies. • Quality of investigations projects is maintained. • Investigations initiatives are effectively coordinated. • Ensure all investigations are assessed, actioned appropriately, and allocated. • Significant incidents are managed effectively and recommendations that contribute to agency and/or Government policy are made. • Ensure any Enforceable Undertakings are appropriate. • All matters with political sensitivity are managed up appropriately within 24 hours of notifications, and parties contacted on a regular basis or at least once in every 4 weeks.
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<p>Leadership</p>	<ul style="list-style-type: none"> • Provide leadership and direction by identifying and removing barriers to the team's performance • Provide a high level of strategic and operational management to ensure an effective Investigation function to SWSA and its customers. • Manage and/or undertake complex projects. • Assist in the development of KPI's for the Investigation Team • Conduct Performance Review & Development for each direct report consistent with SafeWork SA and AGD policies • Develop, implement and monitor a team work plan that delivers outcomes consistent with SafeWork SA Business Plan • Actively contribute to strategic planning to deliver improved health and safety outcomes at a State and National level • Undertake bi-annual performance development discussion with direct reports and actively address performance management issues with staff as necessary; • Provide appropriate supervision and guidance to the team • Manages the resource allocation in Investigation team. • Identifying and responding to issues within the Investigation team. • Ensure the alignment of the Investigation Team is with the strategic direction of the agency to secure the health and safety of workers and workplaces and public safety. 	<ul style="list-style-type: none"> • Demonstrate Public Sector Values – service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability • Staff development is ongoing and staff are highly skilled and meet performance indicators. • Performance Reviews are conducted, completed and recorded for each direct report consistent with SafeWork SA and AGD policies • Work plan is finalised by 30th November, each year. • Monthly reporting is provided to Director demonstrating KPI's and outcomes achieved • Budget and resource allocations are met • All compliance actions reviewed within 48 hours • All other written material reviewed before leaving the team
<p>Stakeholder Liaison and Communication</p>	<ul style="list-style-type: none"> • Drive positive stakeholder relationships that facilitate mutually beneficial outcomes. • Support and maintain stakeholder relationships. • Provide regular and effective information which targets special internal and external groups with the aim of increasing the awareness of Investigations. • Liaise with other sections in SWSA to provide a coordinated approach to maximise resources and minimise duplication. • Develop and maintain effective working relationships with key stakeholders including the Chief Executive, Crown Law, Ministers, and SA Police. • Develop and maintain professional working relationships with external stakeholders to facilitate the Investigations Team 	<ul style="list-style-type: none"> • Engage with stakeholders as required ensuring expectations are managed appropriately and professionally. • SWSA has ongoing effective engagement with stakeholders • Industry compliance rates improve consistent with agency notifications and published material. • Proactive stakeholder interactions • Stakeholders are consulted prior to strategy implementation.
<p>Whole of Government Objectives</p>	<ul style="list-style-type: none"> • Contribute to reducing regulatory burden and red tape for industry without compromising safety requirements 	<ul style="list-style-type: none"> • Review SafeWork SA's business systems and processes within the governance framework to enable the Compliance and Enforcement Directorate to consider options and recommendations to reduce red tape and regulatory burden



<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Influence, maintain and support a culture of high performance, professionalism and continuous improvement within the team. • Lead and provide high level advice on complex legislative issues affecting industry. 	<ul style="list-style-type: none"> • Identify and initiate opportunities for improvements in systems and objectives of SafeWork SA and drive continuous improvement in order to meet the requirements of any reform agenda and identified trends affecting industry and South Australian communities.
<p>Compliance</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.
<p>Other Outputs</p>	<ul style="list-style-type: none"> • Member of several State and National working groups • Ensure key stakeholders are effectively engaged • Provide sound advice, high quality and timely responses to governance and system matters 	<ul style="list-style-type: none"> • Represent SafeWork SA and the AGD effectively in forums and working groups • Respond in a timely manner to complex queries from stakeholders



Qualifications, Skills, Knowledge and Experience relevant to the role

<p>Technical Expertise (Essential)</p>	<ul style="list-style-type: none"> • Highly developed written and oral communication skills, including negotiation and mediation skills across a diverse range of people. • Proven experience in leading and managing multi-disciplinary teams, including managing resources and budget. • High level conceptual skills and a demonstrated ability to manage complex projects and work processes. • Knowledge, skills and experience in initiating, planning and delivering process improvement projects, including risk mitigation, innovation and lateral thinking; • Demonstrated experience in liaising and working with state and national agencies and stakeholders to develop constructive relationships. • Proven ability to determine priorities, cope effectively with high volumes of work, often with competing priorities and a need to meet deadlines. • Experience in managing staff and providing effective leadership and direction to deliver required outcomes. • Experience in working in a legal, regulatory or law enforcement environment. • Extensive experience in the interpretation of legislation and the provision of advice in relation to investigation matters. • Experience in conducting complex investigations and audits, managing matters before the courts and providing detailed reports. • Sound knowledge of, or the ability to quickly acquire knowledge of, legislation administered by SWSA. • Understanding of corporate entities, accounting, natural justice and audit principles. • Knowledge of investigation techniques, laws of evidence and of the preparation of evidence briefs. • Experience in managing sensitive or controversial issues which have a significant public and political interest.
<p>Technical Expertise (Desirable)</p>	<ul style="list-style-type: none"> • Appropriate degree level qualification or higher in management, business, law or investigations. • Knowledge of the key legislation administered by SafeWork SA. • Tertiary qualifications in a relevant discipline. • Experience in preparing reports/reasons for decisions of a legal nature which may be subject to appeal. • Knowledge and understanding of the role of government in regulating and the impact of regulation on Work Health and Safety. • Knowledge of the structure and workings of the Public Sector. • Strong background in law, or related discipline.



Behavioural Capabilities

Descriptors below detail the behavioural capabilities required for performance in the Manager, Investigations role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. These behaviours have been drawn from a larger number of relevant behaviours in AGD's Performance Matrix. This broader group of behaviours are applicable to your ongoing success in the role.

Element	Behaviours
Strategic Focus (Tactical)	<ul style="list-style-type: none"> Ensures work goals are linked to the bigger picture Adopts and manages a balanced approach to risk aversion and risk taking Considers the broader political environment and context when decision making Drives effective change Promotes creative and innovative thinking
Results Orientation (Tactical)	<ul style="list-style-type: none"> Develops plans with clear outcomes and supports others to achieve these Is accountable for the delivery of quality, timely and cost effective results Critically evaluates the problem in its entirety before identifying and implementing best possible solution Confidently makes decisions showing good judgement
Service Delivery Excellence (Strategic)	<ul style="list-style-type: none"> Anticipates and plans for future events, trends, problems and opportunities Astutely allocates resources for optimal short and long term outcomes. Models a culture of financial responsibility, accountability and awareness 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.
Relationship Management (Strategic)	<ul style="list-style-type: none"> Constructively manages and resolves conflict within and across areas. Holds a clear understanding of the political context and acts accordingly 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
Professional Approach and Drive (Tactical)	<ul style="list-style-type: none"> Builds a culture of respect and high ethical standards Promotes diversity and uses this to enhance outcomes Demonstrates and promotes professionalism and confidentiality when dealing with sensitive issues Remains positive and recovers quickly from setbacks Seeks opportunities to strengthen areas for development Promotes a high standard of wellbeing for self and others

Acknowledged by occupant

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(Print name)

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Acknowledged by line manager

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(Print name)

(Signature & title)

