

## A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

### Investigations Officer

<b>Division</b>	Community and Environmental Services	<b>Department</b>	Customer Response
<b>Reports To</b>	Team Leader Investigations	<b>Direct Reports</b>	No

### Position Purpose

To fulfil an expert customer service, educational and regulatory enforcement role as part of a team responsible for the investigation and resolution of local laws and state legislation.

### Key Responsibilities and Outcomes

#### Operational

- Undertake a range of activities and investigations and expeditiously resolve customer requests to the required standard.
- Act as the principal lead for all matters relating to the technical aspects of local laws, State legislation and service delivery standards for all allocated.
- Build high level relationships with a range of stakeholders in consideration to the sensitivities associated with the deliverables of this position.
- Provide high quality advice, direction and solutions to the community in relation to breaches of relevant legislation.
- Undertake and prepare a range of high-quality written reports and briefs of evidence to support the progression of Court and Tribunal related actions.
- Provide input into the development of departmental procedures and processes to support continual improvement and efficiency.

#### Additional Information:

- Participate in the Local Laws After Hours and On-Call programs as required.

#### Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

### Decision Making



**A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES  
ENJOY A VIBRANT LIFESTYLE**

**Budget - \$NIL**

**Delegations** - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

**Knowledge & Experience**

- Well-developed experience and application within the interpretation, investigation and enforcement of legislation.
- Strong skills in a range of communication applications, including verbal, written and interpersonal.
- Well-developed decision making skills and the ability to represent Council in a professional manner.
- Well-developed skills in delivering effective service outcomes in accordance with a range of governance, risk and privacy principles.
- Sound level of ability to recognise the needs of the audience and communicate effectively in order to meet those needs.
- Ability to work constructively in a fast paced team environment whilst supporting the wider outputs of the team.

**Qualifications**

- Certificate IV in Government (Investigations or Regulatory Services) or other relevant field.
- Current C class driver's licence.

*This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*