POSITION DESCRIPTION

Directorate: Education
Division: System Policy and Reform
Branch: Education and Care, Regulation and Support
Position Title: Senior Investigator
Position Number: 01635, Several
Classification: Professional Officer 2
Status: One permanent position and one temporary position (with the possibility of permanency)
Location: Hedley Beare Centre for Teaching and Learning, Stirling
Reviewed: 15 October 2026

DIRECTORATE OVERVIEW

The Education Directorate delivers high-quality, inclusive and equitable education services to support every child and young person in the ACT to learn for life. The Directorate operates the ACT's network of public schools and regulates non-government schools and early childhood education and care services. In addition, the Directorate registers home educated children and regulates ACT school CRICOS providers (for overseas students).

The Directorate employs over 8,000 staff and is organised into five groups:

- School Improvement
- Infrastructure and Digital Services
- System Policy and Reform
- Chief Operating Officer
- Service Design and Delivery

The Education Directorate is one of seven ACT Government Directorates working collaboratively to deliver government priorities and serve the community.

Further information about working in the ACT Public Service and the Education Directorate is available at: https://www.jobs.act.gov.au/about-the-actps and https://www.education.act.gov.au/

The ACT Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration, and innovation, as well demonstrate the related signature behaviors.

DIVISION OVERVIEW

System Policy and Reform is responsible for the provisions of strategic advice to the Minister and the Directorate on system, policy, and reform matters. The division is responsible for leading and delivery of system- wide reforms including the Future of Education Strategy, the Early Childhood Strategy, and Review of the *Education ACT 2004*. The division delivers quality data and analytics to inform school and system improvement and well-informed system-wide planning.

The division promotes a strong and collaborative culture through effective communication and links with internal and external partners and the broader community. Responsible for the provision of an impartial view regarding whole of system performance

BUSINESS UNIT OVERVIEW

Education and Care Regulation and Support (ECRS) Branch is a business unit of the ACT Education Directorate. ECRS comprises Children' s Education and Care Assurance (CECA) and Non-Government Education (NGE).

CECA fulfils the functions of the Regulatory Authority for education and care services, which includes long day care, outside school hours care, preschool, family day care and playschool in the ACT under the *Education and Care Services National Law* (National Law) and *Children and Young People Act 2008*.

NGE is responsible for the regulation, monitoring, registration and compliance of ACT non-government schools and ACT families who choose to educate their children at home under chapters 4 and 5 of the *Education Act 2004*. NGE also regulates ACT school providers who are registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

POSITION OVERVIEW

ECRS regulates and supports over 370 education and care services, 670 home-educated resident children, 49 non-government schools, and five ACT school CRICOS providers.

We are seeking a highly motivated investigation officer to work collaboratively within a team environment. The successful applicant will undertake receipt, assessment and investigation of notifications, complaints and concerns under *the Education and Care Services National Law (ACT)* (National Law), the *Children and Young People Act 2008* (CYP Act), the *Education Act 2004* (the Education Act) and *Education Regulation 2005* (Education Regulations).

The position will operate in combination of flexible work environment, with some work able to be completed from home. The position does not have a designated workstation and applies the ACT public service activity-based work environment.

WHAT YOU WILL DO

1. Receive, assess, and investigate notifications, complaints and concerns made to ECRS and the Registrar pursuant to the National Law, the CYP Act, the Education Act and Education Regulations.
2. Conduct investigations and registration reviews, interview relevant parties, draft witness statements and correspondence relevant to investigations.
3. Document evidence in investigations of notifications, complaints and concerns in accordance with record management requirements.
4. Provide comprehensive and sound reports and recommendations for Triage and Case Management committee and all corresponding compliance actions and outcomes.
5. Demonstrate professional, proactive, accurate, efficient, and confidential customer and regulatory focused services to wide range of internal and external stakeholders.
6. Assist in the development and reviews of relevant policies and procedures.
7. Provide leadership and support within a team regulatory environment.

Consistently model and demonstrate the ACT Government's values of Respect, Integrity, Collaboration and Innovation and lead safe work practices in accordance with the Directorate's Work Health and Safety policies and procedures.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge and understanding (or ability to quickly acquire) of applying legislation with reference to the *Education and Care Services National Law (ACT)*, the *Children and Young People Act 2008*, the *Education Act 2004*, and all associated regulations.
2. Demonstrated experience in conducting investigations, monitoring activities in a regulatory framework, and analysing complex matters in an investigation framework.
3. Demonstrated ability to interview and take witness statements from individuals.
4. Demonstrated well-developed written skills including the development of written reports, administrative decisions, statutory actions, and general correspondence.
5. Ability to make sound, evidence-based administrative decisions that are lawful, reasonable, and procedurally fair.
6. Demonstrated ability to manage a diverse, high-volume caseload and the ability to plan and prioritise work to meet agreed deadlines and organisational requirements.
7. Demonstrated proficiency in technology and computer skills and the ability to learn operating systems efficiently and effectively.

Behavioural Capabilities

1. Demonstrated well-developed interpersonal communication skills, including the ability to liaise, consult and negotiate with key stakeholders, and lead, manage and support regulatory functions within a team.
2. Demonstrated ability to establish and sustain effective internal and external working relationships that facilitate joint problem solving and continuous improvement, through high level analytical, negotiation and decision-making skills.
3. Consistently model and demonstrate the ACT Government's values of Respect, Integrity, Collaboration and Innovation and lead safe work practices in accordance with the Directorate's Work Health and Safety policies and procedures.

Compliance Requirements / Qualifications

- Certificate IV or Diploma in Government Investigations (highly desirable), a relevant discipline or equivalent experience.
- A current driver's licence.
- Prior to commencing in this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 will be required. For further information on Working with Vulnerable People registration refer to https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/apply.

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

WORK ENVIRONMENT DESCRIPTION

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Frequently
Designated workstation	Never
STANDARD HOURS	**FREQUENCY**
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never
SOCIAL DEMANDS	**FREQUENCY**
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Attending required face-to-face meetings	Frequently
Working directly with the public including non-government school stakeholders and home educating parents	Frequently
PHYSICAL DEMANDS	**FREQUENCY**
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors (e.g., site visits to non-government schools)	Occasionally
MANUAL HANDLING	**FREQUENCY**
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally
SPECIFIC HAZARDS	**FREQUENCY**

Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Frequently
OTHER	**FREQUENCY**
Uniform required	Never
Personal Protective Equipment (PPE) required	Rarely