CITY AND ENVIRONMENT DIRECTORATE (CED) POSITION DESCRIPTION

POSITION DETAILS

Position title: Investigator

Classification: Administrative Services Officer 6

Position number: P72846

Position hours: Full-Time (36.75 hours)

Reports to: Director

Division: Access Canberra

Business Unit: Animal Regulation

Location: Symonston ACT

Date last reviewed: July 2026

Position requirements: WWVP, Driver Licence

Note: This position may be exposed to sensitive and traumatic situations and material, including potential to encounter aggressive or agitated customers, as well as viewing images and other materials associated with animal cruelty and injuries to people and/or animals.

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

BUSINESS UNIT OVERVIEW

The Environment and Specialised Regulation (ESR) Branch supports the ACT community through clear, consistent and accessible regulation that protects people, animals and the environment while enabling safe and sustainable services. Through a regulatory lifecycle approach, ESR delivers education, authorisation, compliance, investigation and enforcement functions that support public confidence, responsible behaviour and positive regulatory outcomes.

ESR's Animal Regulation unit is responsible for administering animal welfare, domestic animal management and a range of specialised licensing, permit, authorisation and prosecution functions across the ACT. The business unit administers the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*, while also undertaking licensing, permit and criminal prosecution functions involving animals under the *Nature Conservation Act 2014* and related legislation.

Animal Regulation works to ensure the safety of the community, promote responsible animal ownership, protect animal welfare, and support biodiversity and conservation outcomes. The business unit delivers a broad range of regulatory activities including:

- Responding to public safety matters involving dogs, including attacks, harassment and menacing behaviour.
- Investigating and enforcing animal welfare and animal nuisance complaints.
- Registration and annual renewal of dogs and cats residing in the ACT.
- Licensing, permits and authorisations relating to companion animals and domestic pets, including breeding and management permits, dangerous dog permits and assistance animal accreditations.
- Licensing, permits and authorisations relating to animal use, research, teaching, commercial animal keeping and other regulated animal activities.
- Licensing, permits and authorisations relating to native wildlife, exotic animals, protected species and wildlife management activities.
- Conducting specialised investigations and criminal prosecutions for offences relating to animal welfare, domestic animal management and animal-related nature conservation matters.
- Operating and managing the ACT Government's animal care facility, including the care, rehabilitation, reunification, adoption and rehoming of impounded and surrendered animals.

Through partnerships with government agencies, industry, community organisations and stakeholders, Animal Regulation seeks to achieve the best possible animal welfare, public safety and conservation outcomes for the ACT community. The business unit combines education, engagement and regulatory action to ensure that animals are managed responsibly, welfare standards are maintained, and legislative obligations are met.

POSITION PURPOSE

Investigators plays a critical role in Animal Regulation's investigation and enforcement functions by undertaking investigations into alleged breaches of legislation administered by the service.

Reporting to the Assistant Director, the role is responsible for conducting administrative and criminal investigations relating to domestic animal management, animal welfare and other animal-related regulatory matters. This includes gathering and analysing evidence, conducting interviews, preparing investigation reports and supporting enforcement and prosecution activities.

Investigators apply statutory powers and contemporary investigative methodologies to assess allegations, identify breaches and make recommendations regarding regulatory or enforcement action. The role contributes to the preparation of court and tribunal matters and supports the lawful, consistent and proportionate application of legislation.

Working as part of a multidisciplinary regulatory team, Investigators collaborate closely with regulatory and service delivery staff and partner agencies to achieve coordinated regulatory outcomes and support community safety and animal welfare objectives.

While primarily focused on animal regulation matters, the role may assist with investigations, compliance reviews and prosecution activities undertaken by other Environment and Specialised Regulation functions where specialist investigative expertise is required.

This position is appointed as an Authorised Person and Inspector under the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*.

DUTIES / RESPONSIBILITIES

Investigations and Case Management

1. Conduct investigations into alleged breaches of legislation administered by Animal Regulation, including domestic animal management, animal welfare and other animal-related regulatory matters.
2. Exercise delegated statutory powers and undertake investigative activities including obtaining evidence, conducting interviews, taking witness statements and preparing investigation reports and recommendations.
3. Develop investigation plans, identify lines of inquiry and analyse evidence and intelligence to support regulatory and enforcement outcomes.

Enforcement and Prosecution Support

4. Prepare briefs of evidence, affidavits, witness statements, tribunal documentation, prosecution material and other enforcement-related documentation to the required evidentiary standard.
5. Support enforcement activities including infringement notices, notices, directions, control orders and other regulatory responses as appropriate.
6. Provide evidence and represent Animal Regulation in tribunal and court proceedings as required.

Governance and Regulatory Support

7. Maintain accurate records and ensure evidence, information and investigation materials are managed in accordance with legislative, procedural and evidentiary requirements.
8. Prepare responses to statutory information requests, Freedom of Information matters, victim information requests and other regulatory correspondence as required.
9. Contribute to continuous improvement initiatives, operational reviews and the development of investigation practices and procedures.

Stakeholder Engagement and Collaboration

10. Engage professionally and effectively with complainants, victims, respondents, witnesses, legal representatives and partner agencies regarding investigation matters.
11. Work collaboratively with regulatory and service delivery teams, and other regulatory teams outside of the unit, to support coordinated regulatory responses.
12. Assist with investigations or enforcement activities undertaken by other Environment and Specialised Regulation functions where specialist investigative expertise is required.

SELECTION CRITERIA (CAPABILITIES)

Provide concise evidence of your **skills, knowledge and behaviours** against the duties above and the ACTPS Shared Capability Framework.

1. Demonstrated experience undertaking administrative, regulatory or criminal investigations, including evidence gathering, interviewing, analysis and preparation of investigation reports and recommendations.
2. Demonstrated ability to interpret and apply legislation, statutory powers and regulatory frameworks and exercise sound judgement when assessing evidence and recommending regulatory outcomes.
3. Highly developed written communication skills, including experience preparing witness statements, investigation reports, briefs of evidence, tribunal documents and complex correspondence.
4. Demonstrated ability to work effectively with complainants, victims, respondents, legal representatives, regulators and partner agencies in complex, sensitive or emotionally charged situations.
5. Demonstrated commitment to professional standards, ethical conduct, continuous improvement, teamwork and workplace health, safety and wellbeing.

COMPLIANCE REQUIREMENTS / QUALIFICATIONS

- Visa holders are eligible to apply for both permanent and temporary roles. Those with eligible visas may be considered for permanent employment, while individuals with temporary residency or limited-duration visas may be offered permanent employment for the duration of their visas.
- A minimum of two years' experience working within an investigation and/or regulatory environment will be highly regarded.
- Possession of a Diploma of Government Investigations, or ability to obtain within the first 12 months of employment, is highly desirable.
- This position requires a Driver Licence (Class C) or equivalent.
- This position requires pre-employment psychological testing.
- This position requires a National Police Check and Working with Vulnerable People Check prior to commencement.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone or radio use	Occasionally
General computer or in-field technology use	Frequently
Extensive keying or data entry	Occasionally
Graphical or analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent paid overtime	Never
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)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Occasionally
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally