

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Senior Investigator

Division: Access Canberra

Classification: Senior Officer Grade C

Business Unit: Animal Regulation

Position number: P53561

Location: Symonston ACT

Position hours: Full-Time (36.75 hours)

Date last reviewed: July 2026

Reports to: Director

Position requirements: 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

The Senior Investigator is the principal investigations specialist within Animal Regulation and is responsible for leading the most complex, sensitive and high-risk investigations undertaken by the service.

Reporting to the Director, the role provides expert investigative leadership, professional mentoring and quality assurance across administrative and criminal investigations relating primarily to animal welfare, domestic animal management, animal-related compliance and associated prosecution activities. The position supports a contemporary, intelligence-led and evidence-based approach to investigations and contributes to the continuous improvement of investigative capability across the organisation.

The role operates in a dynamic and often unpredictable regulatory environment involving exposure to confronting animal welfare matters, high-conflict situations and emotionally charged interactions with victims, complainants, respondents and other stakeholders. The position requires resilience, sound judgement, emotional intelligence and the ability to maintain professionalism and objectivity while managing complex investigations in both office-based and field-based environments.

The role is responsible for leading investigations involving significant public interest, serious animal welfare concerns, major dog attack incidents, complex evidentiary issues or matters requiring prosecution. The position provides specialist advice on investigative methodologies,

enforcement pathways, evidentiary requirements, procedural fairness and prosecution readiness and supports the preparation of matters for consideration by tribunals and courts.

While primarily supporting Animal Regulation, the Senior Investigator may be required to provide specialist investigative expertise, mentoring and operational support to other regulatory functions within Environment and Specialised Regulation, including matters relating to environmental protection, nature conservation, biosecurity, waste and utilities regulation.

As a senior practitioner, the role contributes to capability development, investigation standards, regulatory integrity and organisational learning across the broader regulatory environment.

This position is appointed as a Deputy Registrar and Inspector under the *Domestic Animals Act 2000* and *Animal Welfare Act 1992*, and as a delegate of the Conservator of Flora and Fauna under the *Nature Conservation Act 2014*.

DUTIES / RESPONSIBILITIES

Complex Investigations and Prosecutions

1. Lead and conduct complex, sensitive or high-risk investigations into alleged breaches of legislation administered by Animal Regulation and, where required, other legislation administered by other areas of the Environment and Specialised Regulation branch.
2. Develop investigation strategies, evidence plans and enforcement recommendations, ensuring investigations are conducted lawfully, proportionately and in accordance with contemporary investigative standards.
3. Prepare and review briefs of evidence, affidavits, witness statements, investigation reports, tribunal documentation and prosecution materials for referral to courts, tribunals, the ACT Government Solicitor and Director of Public Prosecutions.

Specialist Advice and Investigation Leadership

4. Provide expert advice on investigative practice, evidence management, interviewing techniques, procedural fairness, statutory powers and prosecution readiness.
5. Mentor and support investigators and compliance officers undertaking complex investigations, reviews and enforcement activities, promoting consistency, quality and professional standards, while fostering resilience, professional wellbeing and safe responses to challenging and traumatic case material.
6. Undertake peer review and quality assurance of complex investigations, enforcement decisions and prosecution documentation.

Regulatory Reviews, Governance and Improvement

7. Conduct and oversee complex statutory review processes, including internal reviews, infringement reviews and other regulatory review functions as delegated.
8. Contribute to the development of investigation procedures, operational guidelines, training programs and quality assurance frameworks that strengthen regulatory capability and integrity.

9. Identify emerging risks, investigative trends and lessons learned and provide recommendations to improve operational effectiveness and regulatory outcomes.

Stakeholder Engagement and Representation

10. Liaise with regulatory agencies, law enforcement bodies, legal representatives, oversight agencies and subject matter experts in relation to complex investigations and prosecutions.
11. Provide professional and empathetic engagement with complainants, victims, respondents and community stakeholders involved in complex or sensitive investigations.
12. Represent Animal Regulation in tribunal, court and interagency proceedings as required and contribute to strategic projects and organisational initiatives that support the broader objectives of Environment and Specialised Regulation.

Note: While flexible working options are available, it is essential that the role maintains a presence at the facility and other depots in line with our hybrid working model.

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 leading complex administrative, civil and/or criminal investigations, including the application of legislation, investigative methodologies, evidence management principles and enforcement frameworks.
2. Demonstrated ability to analyse complex evidence, exercise sound judgement and develop defensible recommendations and decisions in high-risk, sensitive and contested regulatory environments.
3. Extensive experience preparing and reviewing briefs of evidence, witness statements, prosecution documentation and tribunal or court materials, with a strong understanding of evidentiary requirements and procedural fairness.
4. Demonstrated ability to maintain professionalism, sound judgement and emotional resilience when managing complex, sensitive and high-conflict matters. Experience working effectively with victims, complainants, respondents and stakeholders in challenging operational environments, while maintaining objectivity, integrity and a commitment to positive regulatory outcomes.
5. Highly developed written and verbal communication skills, with the ability to prepare complex documentation and engage effectively with legal representatives, partner agencies, oversight bodies, community members and internal stakeholders.
6. Commitment to ACTPS values, Respect, Integrity, Collaboration, Innovation, and promoting 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.
- Experience leading and managing operational teams in a regulatory environment is highly desirable.
- Possession of a Diploma of Government (Investigations), or the ability to obtain within the first 12 months of commencement, is required.
- This position requires a Driver Licence (Class C) or equivalent.
- This position requires pre-employment psychological testing.
- This position requires a National Police Check prior to commencement.
- This position does not require a Working with Vulnerable People Check or Security Clearance.

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	Occasionally
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 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	Occasionally
Exposure to potentially distressing case material	Occasionally

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