

Position Title	Senior Investigations Officer
Department	Planning
Unit	Regulatory Services
Team	Investigations
Supervises	n/a
Reports To	Team Leader Investigations
Grade	H
Date Prepared	18/07/2025
Date Last Updated	18/07/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position

The Senior Investigations Officer plays a pivotal role in ensuring the effective and lawful enforcement of regulatory responsibilities across the Canterbury-Bankstown Local Government Area. As the senior officer in the Investigations Team, the role is responsible for independently managing complex and high-risk investigations, leading surveillance operations, coordinating enforcement campaigns, and providing expert technical advice across a broad regulatory portfolio.

The officer provides guidance, training and leadership to team members and collaborates extensively with internal and external stakeholders to deliver high-impact compliance outcomes in alignment with Council's strategic priorities.






Accountabilities

- Lead complex and sensitive investigations across environmental, planning, companion animals and local government compliance matters.
- Independently manage surveillance operations, including the deployment, maintenance, and concealment of static cameras, body-worn video, and other investigative technologies.
- Coordinate the planning, delivery and evaluation of special enforcement projects, including Ramadan Nights, illegal dumping campaigns, and Get the Site Right.
- Act as the senior officer in the field and provide mentoring, guidance and support to junior team members.
- Prepare and issue statutory notices, penalty infringement notices, and regulatory orders under a range of legislation.
- Compile legally robust briefs of evidence to support civil and criminal enforcement proceedings.
- Maintain accurate and comprehensive records of investigative and surveillance activity.
- Provide expert advice to internal stakeholders, including Development Assessment, Environmental Health and Legal Services.
- Monitor investigation outcomes and support performance reporting to senior management and Councillors.
- Represent Council in external forums, joint operations and inter-agency regulatory groups.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Senior Technical/ Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Advanced
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Advanced
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Innovate and Improve	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	Assets and Tools	Adept
	Technology and Information	Adept
	Procurement and Contracts	Adept
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Act with Integrity	Advanced	<ul style="list-style-type: none"> • Models ethical behaviour and reinforces it in others • Represents the organisation in an honest, ethical and professional way and sets an example for others to follow • Promotes integrity, courage and professionalism inside and outside the • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify
Relationships		
Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Builds a network of work contacts/relationships inside and outside the organisation • Approaches negotiations in the spirit of maintaining and strengthening relationships • Negotiates from an informed and credible position • Influences others with a fair and considered approach and sound arguments • Encourages others to share and debate ideas
Results		
Deliver Results	Advanced	<ul style="list-style-type: none"> • Sets high standards and challenging goals for self and others • Delegates responsibility appropriately and provides support • Defines what success looks like in measurable terms • Uses own professional knowledge and the expertise of others to drive results • Implements and oversees quality assurance practices

Resources		
Technology and Information	Adept	<ul style="list-style-type: none"> • Selects appropriate technologies for projects and tasks • Identifies ways to leverage the value of technology to achieve outcomes • Ensures team understands their obligations to use technology appropriately • Ensures team understands obligations to comply with records, information and knowledge management requirements

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in Government Investigations, Regulatory Compliance, Environmental Health, Law, or Local Government.
- Certificate IV in Government Investigations (or working toward).
- Current NSW Class C Driver Licence.
- NSW White Card (or ability to obtain).
- Eligibility to hold statutory delegations under applicable legislation.

Essential Experience

- Minimum 8–10 years’ experience in regulatory investigations or enforcement.
- Demonstrated experience in managing complex or high-risk investigations.
- Strong knowledge of legislation including the POEO Act, EP&A Act, LG Act, Surveillance Devices Act, and Biosecurity Act.

- Experience deploying and managing surveillance equipment.
- Experience issuing statutory notices, PINs and preparing briefs of evidence.
- Proven ability to interpret legislation and develop enforcement strategies.
- High-level written communication and report writing skills.
- Demonstrated ability to manage competing priorities, meet deadlines and exercise sound judgement.

Desirable Qualifications and or Experience

- Experience working in local government or a regulatory agency.
- Familiarity with Pathway, StreetSmart, or other CRM/intelligence systems.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>