

Position Title	Investigations Officer
Department	Planning
Unit	Regulatory Services
Team	Investigations
Supervises	Nil
Reports To	Team Leader Investigations
Grade Range	
Date Prepared	8/07/2026
Date Last Updated	8/07/2026

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 Investigations Officer is responsible for undertaking investigations and compliance activities to ensure adherence with legislation, Council policies and regulatory requirements across the Canterbury-Bankstown Local Government Area. The position independently manages assigned investigations from initial assessment through to resolution, including evidence gathering, inspections, surveillance operations, management and deployment of surveillance equipment, enforcement action, preparation of briefs of evidence and court proceedings where required.

The role applies a combination of regulatory, educative and enforcement approaches to achieve compliance and protect the community and environment. Investigations may relate to illegal dumping, pollution incidents, companion animals, development and construction site compliance (including breaches of development consent, environmental controls, site management requirements and tree protection), unlawful tree and vegetation removal or damage, industrial area and town centre compliance and other matters arising under legislation administered by Council.

The position works collaboratively with internal and external stakeholders and contributes to the delivery of Council's compliance, enforcement and community safety objectives.

Accountabilities

- Support the Team Leader Investigations in the day to day operations of the Regulatory Services Unit.
- Undertake investigations of significance or lead as requested.
- Attend to matters of escalation within the Regulatory Services teams.
- Interpret legislation to fulfil duties and support the overall division's goals.
- Provide expert Legal and compliance advice on behalf of Council on matters relating to compliance.
- Provide training and support services to the Compliance related teams in relation to prosecution as required.
- Issue Notices, Orders, Penalty Infringements and Court Attendance Notices.
- Assist in development of Policy and Procedures for the Compliance related teams.

- Assist the Team Leader Rangers in the development of Prosecutions Policy.
- Manage court prosecutions; oversee brief handling and preparation in readiness for Court or legal representation as required.
- Actively participate in regular management and/or professional forums.
- Coordinate and deliver covert surveillance projects as required.
- Assist in the compilation of statistical information to help monitor and identify trends in offences and other environmental related anomalies.
- Participate in the development and review of standard operating procedures relevant to the position.
- Identify training needs and make appropriate recommendations to the Team Leader Investigations.
- All other duties as directed by the Team Leader Rangers
- Represent Council ensuring a positive and professional image and presence within the community.
- Support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to improve operational efficiency.
- Other duties as requested by Team Leader Investigations / Coordinator Regulatory Compliance.

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 – Technical/ Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 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		
Lead Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Results		
Plan and Prioritise	Adept	• Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning
Resources		
Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Relationships		
Work Collaboratively	Advanced	• Builds a culture of respect and understanding across the organisation

		• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Think and Solve Problems	Adept	• Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
Personal Character		
Act with Integrity	Advanced	• 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 organisation • Monitors ethical practices, standards and systems and reinforces their use • Proactively addresses ethical and people issues before they magnify

* 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 General Manager.

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

- Relevant tertiary qualifications in Investigations or related discipline and extensive job-related experience.
- Current C Class driver's license.

Essential Experience

- Demonstrated experience in conducting investigations, including evidence gathering and analysis. Demonstrated report writing and record-keeping skills.
- Effective written and verbal communication skills.
- Sound working knowledge of relevant legislation, including the Local Government Act 1993, Protection of the Environment Operations Act 1997, Environmental Planning and Assessment Act 1979 and associated regulations, Companion Animals Act 1998, Council's Tree Management Order and other relevant legislation.
- Demonstrated ability to investigate and resolve matters in a methodical, objective and timely manner.
- Demonstrated ability to assess information, exercise sound judgement and make informed decisions.
- Highly developed interpersonal, conflict resolution, mediation and negotiation skills.
- Demonstrated ability to work independently and manage competing priorities.
- Demonstrated ability to liaise effectively with internal and external stakeholders.
- Demonstrated experience in the deployment and management of covert and overt surveillance equipment to support investigations and enforcement activities.

Desirable Qualifications and or Experience

- Postgraduate qualifications and/or demonstrated experience in investigations, regulatory compliance, environmental enforcement, law enforcement or a related field.

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