



## Position Description – Senior Investigator

### Position Details

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<b>Position Title:</b>	Senior Investigator
<b>Position Number:</b>	Various
<b>College/Portfolio:</b>	Strategy & Operations
<b>School/Group:</b>	Governance, Legal & Strategic Operations
<b>Campus Location:</b>	Based at the City campus but may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 9
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and

structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

## **Why work at RMIT University**

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Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## **Governance, Legal, Strategy & Operations Team**

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The Governance, Legal, Operations & Strategy team (within the Strategy & Operations Portfolio) is responsible for the full range of governance & legal services to all teams of the RMIT University Group. The team have expertise in policy, privacy, contracts, legal advice and complaints management.

The GLS&O Group is committed to:

- Providing high quality subject matter expertise that is aligned and responsive to the commercial needs of RMIT.
- A high level of customer service which means getting know the different areas of businesses we service and tailoring advice to meet their needs.
- Assisting RMIT achieve its strategic objectives by working collaboratively with our University colleagues to help them achieve their objectives;
- Developing and maintaining relationships with subject matter experts within and outside of RMIT to ensure appropriate additional expertise is available when required.

## **Position Summary**

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Senior Investigator, in Complaints & Investigations will be responsible for delivering quality advice and solutions to complaints and investigations across complex student, staff and third party complaints in line with RMIT policies and processes which are consistent and integrated with the business of the University.

## **Reporting Line**

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Reports to: Associate Director- Complaints & Investigations

Direct reports: Nil

## **Organisational Accountabilities**

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy

and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

## **Key Accountabilities**

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- Lead and manage complex investigations involving students, staff and third parties.
- Develop collaborative working relationships with stakeholders in order to provide a high level of expert advice, coaching and solutions for complex complaints and investigations.
- Prepare and maintain specialised procedures, guidelines and documents to support, manage and document case outcomes, including but not limited to correspondence, disciplinary letters, memos and investigation reports.
- Provide expert reports and insights to the Associate Director, Complaints & Investigations for reporting to relevant governance and oversight bodies at the University and external regulatory authorities as required.
- Maintain accurate data in the case management system to track and record all cases , provide access to quality data.
- Ensure case management knowledge remains current with legislative changes, case law and best practice through briefings, seminars and professional development.
- Undertake other appropriate duties as directed by the Associate Director, Complaints & Investigations.

## **Key Selection Criteria**

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1. Demonstrated experience in delivering professional complaints and investigation management solutions in a large complex organisation.
2. Demonstrated experience as a subject matter expert to provide advice and influence University stakeholders involved in the complaints and investigation process.
3. Highly developed interpersonal, written and verbal communication skills, including negotiation, influencing skills, client correspondence and presentation skills.
4. Proven ability in providing accurate and timely solutions and advice through multiple channels.
5. Demonstrated experience and understanding of key employment matters and procedural fairness in managing performance management, bullying, harassment, sexual harassment, discrimination, unfair dismissals, general protections claims, ill and injured workers, enterprise agreement disputes, and grievances.

6. Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
7. Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner.
8. Proven ability in the use of a range of computer applications, including Microsoft Office Programs and the ability to quickly learn new technologies. Desirable but not essential is experienced with ServiceNow, PageUp, SAP and Workday.
9. Demonstrated experience in driving continuous improvement in managing complaints and investigations.
10. Highly experienced, resolution focussed individual who has a passion for delivering outstanding customer service.

**Qualifications**

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**Essential requirements of the role**

- Tertiary qualifications or equivalent experience in the relevant area.
- Hold or willingness to complete a Certificate IV in Government Investigation
- 5 + years of experience within a similar role

<b>Endorsed:</b>	Signature: Name: Maria Biviano Title: Associate Director of Complaints & Investigations Date:	<b>Approved:</b>	Signature: Name: Briony Lewis Title: Executive Director, Governance, Legal & Strategic Operations Date:
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