



Position Description – Senior Investigator

Position Details

Position Title: Senior Investigator

College/Portfolio: Operations

School/Group: Central Complaints & Investigations

Campus Location: Primarily based at City campus, and the potential to work across other RMIT campuses as required.

Classification: HEW 9 **Time Fraction:** 1.0

Employment Type: Fixed Term

Fixed Term Reason: Replacement Employee

Reporting Line: Reports to Associate Director, Central Complaints & Investigations

No. of Direct reports: 0

RMIT University

RMIT is a global university of technology, design and enterprise, committed to creating transformative experiences for students and making a meaningful impact through research, innovation, and engagement. 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 campuses in Melbourne (City, Brunswick, Bundoora, and Point Cook) are complemented by international campuses in Vietnam and a centre in Barcelona, Spain. We proudly acknowledge the Woi Wurrung and Boon Wurrung peoples of the eastern Kulin Nation on whose unceded lands our campuses are located.

We are deeply committed to reconciliation and Indigenous self-determination, embedding these values throughout our policies, culture and structures.

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

Why Join RMIT?

Our people are at the heart of everything we do. At RMIT, we value innovation, collaboration and impact. Our values are the heart (durrung) of who we are and what we stand for at RMIT. They guide what we do, how we make decisions, and how we treat each other.



Inclusion Imagination Integrity Courage Passion Impact

Learn more about our values: <https://www.rmit.edu.au/about/our-strategy/values>

Organisational Accountabilities

RMIT is committed to the safety, wellbeing and inclusion of all staff and students. As a staff member, you are expected to comply with all relevant legislation and RMIT policies, including those related to: Equal opportunity, Occupational health and safety, Privacy and trade practices & Child safety standards:

Appointees are responsible for completing all required training and ensuring that they and their team members remain up to date on relevant compliance obligations.

Staff are expected to understand and support RMIT's child safe practices as part of their professional responsibilities. More about our child safety commitment: <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Leadership at RMIT

At RMIT, leadership is not defined by position or hierarchy—it is a shared responsibility demonstrated by all staff, regardless of role or title. Leadership is grounded in our six core values, which guide and shape how we work together, make decisions, and create impact.

Effective leadership means consistently integrating these values into everyday actions and interactions, whether influencing a project outcome, supporting a colleague, or leading a team. All staff are expected to embody the principles of the *Be–Know–Do* Leadership Model:

Be – We are open and authentic, inclusive and empowering. We are purpose driven role models and communicators.

Know – We are self-aware, and understand our stakeholders, our sector and priorities.

Do – We set clear direction and expectations, we develop ourselves and others and promote mutual accountability to deliver results.

At every level, leadership at RMIT is about influence, contribution, and mindset. It is reflected in how we empower others, foster collaboration, and drive positive change through capability-building and alignment to strategic goals.

College/Portfolio/Group

The Central Complaints & Investigations team (within Operations Portfolio) is responsible for the full range of complaints to all teams of the RMIT University Group. The team have expertise in internal investigations and complaints management.

The Central Complaints & Investigation team are 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

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

Key Accountabilities

- 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

Essential:

- Demonstrated experience in delivering professional complaints and investigation management solutions in a large complex organisation.
- Demonstrated experience as a subject matter expert to provide advice and influence University stakeholders involved in the complaints and investigation process.
- Highly developed interpersonal, written and verbal communication skills, including negotiation, influencing skills, client correspondence and presentation skills.
- Proven ability in providing accurate and timely solutions and advice through multiple channels.
- Demonstrated experience and understanding of key employment matters and procedural fairness in managing performance management, bullying, harassment, sexual harassment, discrimination, unfair dismissals, general protections claim's, ill and injured workers, enterprise agreement disputes, and grievances.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner.
- Proven ability in the use of a range of computer applications, including Microsoft Office Programs and the ability to quickly learn new technologies.
- Demonstrated experience in driving continuous improvement in managing complaints and investigations.
- Highly experienced, resolution focussed individual who has a passion for delivering outstanding customer service.

Desirable:

- Experience with ServiceNow, Workday, Salesforce

Qualifications

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

Working with Children Check

Appointment to this position is subject to holding a valid Victorian Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.