



Recruitment Selection Criteria

Internal Ombudsman

Position Title	Internal Ombudsman
Section	Transformation
Division	Chief Executive Office
Grade	17

Essential requirements

1. Bachelor Degree in Business Administration, Law, Policing, Human Resources or related discipline or experience commensurate to the qualification(s).
2. Strong, strategic leadership experience, with excellent analytical, consultation, negotiation and conflict resolution skills, and the ability to resolve high priority, sensitive and complex matters.
3. Extensive experience in the managing, planning and conduct of investigations, including an in-depth knowledge of investigation techniques, procedural fairness and a demonstrated ability to adopt a fair and equitable approach to the resolution of complaints and disputes.
4. Sound knowledge of relevant legislation and associated best practice; including, but not limited to: (local government policy and practice, *Public Interest Disclosures Act 1994*, *Independent Commission Against Corruption Act 1988*).
5. Excellent oral and written communication skills, with a demonstrated track record of interaction with a range of audiences and stakeholders of various backgrounds, including senior executives and community leaders/representatives.
6. Demonstrated problem solving and decision making skills, as well as an ability to demonstrate initiative, including ability to initiate and respond effectively to change.

Desirable requirements

1. Specialist qualifications or accreditations in an area that is directly related to one or more of the key services for which the incumbent will be responsible (e.g., Certified Fraud Examiner; Cert IV Investigations / Government; Public Administration).
2. Understanding the workings of Local Government or experience in a public sector environment.
3. Post Graduate Qualifications in a related discipline.

Our Values

Communication | Accountability | Professionalism | Integrity | Teamwork



In your role at Council, you are expected to demonstrate our Values at all times. Your position description details the behaviours expected of you in your role.