

Candidate pack

Senior Investigators, EL 1

(multiple positions available)

Executive Level 1
\$110,807 to \$124,958 plus 15.4% superannuation

Full-time, Ongoing
Sydney

Reference: 2186-2024-1

Sections: Illegal and Restricted Content, Image Based Abuse, Adult Cyber Abuse, Children's Cyber Bullying

Branch: Investigations Branch

Division: Regulatory Operations Group

Security Clearance: Baseline Vetting
Working with Children Check

Applications close: Sunday, 22 September 2024 at 11.30pm AEST

About us

The eSafety Commissioner (eSafety) is Australia's independent regulator for online safety. Our purpose is to help safeguard all Australians from online harms and to promote safer, more positive online experiences.

eSafety leads and co-ordinates the online safety efforts across Commonwealth departments, authorities and agencies and engages with key online safety stakeholders. It has a broad remit which includes administering complaint schemes and the creation of audience-specific content and programs to help educate all Australians about online safety.

The eSafety Commissioner is an independent statutory office holder supported by staff from the Australian Communications and Media Authority (ACMA). Our employees are engaged under the [Australian Public Service Act 1999](#) and are subject to the terms and conditions of employment in the [ACMA's Enterprise Agreement 2024-2027](#).

View the '[Working at the ACMA](#)' document or [visit our website](#) for further details.

Role responsibilities and duties

Investigations Branch

The eSafety Investigations Branch oversees regulatory schemes into a range of online harms, including illegal and restricted content, image-based abuse, adult cyber abuse and child cyberbullying. There are also Intelligence and Capability and Enhancement sections within the branch which support regulatory investigations through the production of strategic and operational insights into online harms and providing capability uplift.

Roles within the Investigations Branch require frequent exposure to highly sensitive and potentially distressing material, requiring a high degree of resilience, professionalism and effective self-care strategies.

eSafety offers a hybrid working environment, however, due to the nature of the work performed, along with privacy and security considerations, staff are required to work a portion of their week out of the office premises in Sydney.

Adult Cyber Abuse, Child Cyberbullying, Image-Based Abuse and Illegal and Restricted Content Schemes

Senior Investigator positions are available across multiple schemes in the branch. Each scheme consists of a mix of EL1 senior investigators and APS 6 investigators working collaboratively to address the reports submitted to the branch. Each scheme progresses removal of online content and the progression of enforcement action.

The **Illegal and Restricted Content** Scheme is responsible for responding to reports made about illegal and restricted online content and involves frequent exposure to highly sensitive and distressing material, including child sexual exploitation material, and terrorist and violent extremist content.

The **Image-Based Abuse** Scheme is responsible for reports about the non-consensual posting of intimate images online. Investigators are responsible for responding to reports from people of all ages, conducting regulatory investigations and taking appropriate action to address image-based abuse. The scheme involves frequent exposure to intimate images, including child sexual exploitation material.

The **Adult Cyber Abuse** Scheme is responsible for overseeing the operation of the complaints scheme for seriously harmful cyber-abuse being perpetrated against an Australian adult. Investigators are responsible for responding to reports from Australian adults, conducting regulatory investigations and taking appropriate action to address adult cyber abuse.

The **Child Cyberbullying** Scheme is responsible for overseeing the operation of the complaints scheme for cyberbullying material targeting an Australian child. Investigators will be responsible for responding to reports about Australian children, conducting regulatory investigations and taking appropriate action to address child cyberbullying.

The above roles include providing advice to complainant's, managing investigations in line with regulatory powers, and identifying alternative pathways for resolution. The roles require experience managing multiple reports simultaneously, with the ability to prioritise and triage according to the level of risk.

There are multiple ongoing Senior Investigator positions available. Suitable candidates may be placed in a merit pool from this selection process and the pool may be used to fill similar ongoing or non-ongoing roles. Non-ongoing vacancies filled from a merit pool may be offered as a specified term. Applicants may have their application and assessment results shared with other Australian Public Service (APS) agencies looking to fill similar roles.

Our ideal candidates

The Investigations Branch is seeking individuals with a demonstrated ability to be motivated members of a team that are dedicated to eSafety's mission of helping safeguard all Australians from online harms and promoting safer, more positive online experiences.

Our ideal candidates will be motivated team members who are technically proficient and have an eye for detail. You will have exceptional written and oral communication skills, the ability to effectively communicate decisions made as part of the regulatory process and advise on enforcement options, including confidence in having difficult conversations with distressed complainants. You will have experience managing multiple matters simultaneously within sensitive and time-critical operational settings. You will have a positive outlook and the ability to apply reason and care when assessing highly sensitive or confronting material. You will have a demonstrated ability to develop strong relationships with internal and external stakeholders. You will be advising the Manager on risks, regulatory options, and enforcement outcomes.

The work can be fast-paced and requires balancing competing priorities, while being adaptable to support the team through change. A proven ability to focus in a high-volume environment, personal drive, a commitment to supporting colleagues and a demonstrated ability to achieve objectives, even in difficult circumstances, are vital qualities for these roles.

A background in regulatory investigations, law enforcement, intelligence, information and online technology, and/or open-source analysis would be considered favourably.

As an EL1 Senior Investigator, you will be responsible for ensuring appropriate prioritisation and allocation of matters, including urgent matters, providing guidance, mentorship, and advice to APS6 investigators, and managing complex investigations. You may need to provide occasional out of hours support to action or resolve high priority matters and may be required to be on-call and respond at short notice.

You will be able to think on your feet and have the confidence to provide your advice to the eSafety senior executive, government officials and industry representatives. While you will predominantly work under the supervision of an EL2 Manager, you will also demonstrate an ability to work independently, providing accurate advice to investigators on new and emerging issues and challenges in the online safety space.

You will be comfortable working under pressure, advising line areas, and briefing senior colleagues and external stakeholders. You must demonstrate the capacity to deliver results in a timely manner and to support the operations of the agency and senior management. You will have strong stakeholder management skills and the ability to develop productive working relationships both internally and externally, including with external investigators and officials from law enforcement, intelligence or other regulatory fields.

Eligibility

To be eligible for employment with eSafety, applicants must be an Australian citizen.

Successful candidates must be able to obtain and maintain a baseline security clearance or hold a current security clearance. More information on the security clearance vetting process is available on the [Australian Government Security Vetting Agency \(AGSVA\) website](#).

Applicants must also have a current NSW Working with Children Check or be able to obtain one.

Integrity

The Australian Public Service (APS) has a unique and privileged role in serving the Australian community. APS employees support the development and delivery of policies, services, regulation, and initiatives that affect the lives of all Australians.

APS employees are trusted to act in the best interest of the Australian community. The integrity of the APS - its employees, systems, and practices - is fundamental to maintaining this trust.

eSafety expects all staff to promote, model and uphold the APS and eSafety Values, and be committed to public service integrity. Integrity at the eSafety is based on a foundation of robust, transparent, honest, and ethical behaviour and decision making.

In our role as a regulator and independent Commonwealth statutory authority, it is critical that we employ and model a pro-integrity culture in every aspect of everything we do, both internally and externally.

How to apply

If you consider your skills and abilities match the requirements of the job and this sounds like the opportunity you are looking for, we want to hear from you.

Our [online careers portal](#) will guide you through the application and submission process.

Your application will need to include:

- your resume
- the contact details of two referees
- a 'one-page statement' telling us how your skills, knowledge, experience, and qualifications make you the best person for the job.

Your resume

Your resume should be no more than two to four pages. Include the following:

- **Personal details:** Name, contact email and mobile number. Use your personal email address so we can contact you at any time.
- **Education:** Provide details of any relevant education and qualifications.
- **Work experience:** List your career details in chronological order, starting with your most recent employment, and outline the responsibilities and achievements relating to your experiences. Indicate dates and explain any gaps in time.
- **Other experience:** Briefly mention any relevant extra-curricular activities or volunteer/community work, and what you may have gained from these.
- **Referees:** Give the details of two professional referees who can validate and support your application. It is important to remember that a good referee is someone who:
 - knows your abilities
 - can comment on your suitability for the role
 - can discuss details of your work performance.

Your referees should include your current supervisor and may be contacted at any stage of the process. It is important that you advise them of your application and that you are confident they will support it.

Your one-page statement

Tell us why you are the right person for the position. We want to know:

- why you want to work in this role
- how your skills, experience and qualifications can benefit us.

Try not to duplicate information in your resume but highlight specific examples or achievements that will demonstrate your ability to perform the role.

You may like to structure your examples using the problem, action, result (PAR) method:

- **Problem (situation/issue):** Describe a specific problem, situation or issue that occurred where you had the chance to demonstrate your skills.
- **Action:** Describe the action you took to address or resolve the problem.
- **Result:** Describe the outcome of your actions, including what you learned, what you might do differently, and if the result impacted your organisation or team.

You do not need to use a different example for each of the skills required in this role; you could use one example that covers several of the skills and values we are seeking.

Contact us

If you have any questions or need any more information about this role, please contact:

Navi Pandher
Manager, Image Based Abuse Scheme
(02) 9334 7906
navi.pandher@esafety.gov.au

Role Details:	
Role	Senior Investigator
Classification	EL1
Section	Adult Cyber Abuse; Image-Based Abuse; Child Cyberbullying; Illegal & Restricted Content
Branch	Investigations
Location	Sydney
Employment Type	Ongoing, Full time
Date	September 2024

Position Context	<p>These positions sit within the Investigations Branch, which administers regulatory schemes covering a range of online harms. The focus of our work is on facilitating the removal of material and taking enforcement action, when appropriate. The Investigations Branch is contained within the Regulatory Operations Group, one of two organisational Divisions within eSafety which leads delivery on the organisation's regulatory objectives.</p> <p>Specifically, the positions relate to:</p> <ul style="list-style-type: none"> • The Illegal and Restricted Content Scheme • The Image Based Abused Scheme • The Adult Cyber Abuse Scheme and/or • The Child Cyberbullying Scheme.
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Role Overview	<p>A Senior Investigator is expected to:</p> <ul style="list-style-type: none"> • Work to meet all Key Performance Indicators. • Approach all matters with meticulousness and attention to detail. • Assess risks and brief up when appropriate. • Taking on complex and high-profile cases. • Mentor investigators. • Share knowledge, provide guidance, and offer support to help develop the skills and expertise of others in the team. • Look to collaborate within the team, branch, the organisation and external stakeholders. • Be proactive in taking on work. • Prioritise and allocate cases to the appropriate investigators within the team. • Consider workload, skillsets, and development needs of individual team members when assigning matters. • Be fair and transparent in the allocation process while ensuring that resources are utilised effectively. • Address operational issues or concerns between schemes. • Set a positive example and foster a collaborative and inclusive team environment. • Promote effective communication and teamwork, ensuring that all team members feel valued and motivated to contribute their best efforts. • Provide effective leadership in the absence of the Manager. • Take opportunities to lead the scheme.
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- Remain abreast of the latest investigative methodologies, technologies, and legal requirements.
- Seek opportunities for professional development, attend training programs, and stay connected with industry experts.
- Promote a culture of continuous learning and improvement within the team.
- Be proactive and positive about innovation.
- Improve deficiencies and implement improvements.
- Uphold the highest standards of professionalism, integrity, and ethics in all interactions and decision-making processes.
- Maintain confidentiality and abide by legal and regulatory obligations throughout the course of their work.
- Represent the scheme and the branch in a positive manner to internal and external stakeholders.

Role Functions

Business:

A Senior Investigator is expected to:

- Manage multiple reports to achieve appropriate resolution.
- Conduct difficult conversations with distressed complainants with confidence and empathy.
- Demonstrate resilience, maturity, and the ability to apply reason, common sense and sensitivity when assessing illegal and confronting material.
- Have proven experience gathering information from a variety of sources with the ability to scrutinise information and identify critical gaps.
- Have proven experience managing multiple competing priorities and assessing risks.
- Provide advice on regulatory issues within the scope of the Online Safety Act 2021.
- Have strong experience in managing, conducting, and prioritising multiple complex complaints or investigations.
- Develop and manage a range of stakeholder relationships, including through establishing and maintaining internal and external networks.
- Contribute to strong levels of regulatory compliance and reporting.
- Educate investigators in correct decision-making practices.
- Provide briefings and advice to the Manager on risks, regulatory options, and enforcement outcomes.

Leadership:

A Senior Investigator is expected to:

- Have the ability to share lessons learned and constructive feedback in a positive way within the team to enhance team performance.
- Build and maintain positive stakeholder relationships by effectively anticipating/responding to needs and expectations within the stakeholder network to achieve shared goals.
- Work as an effective, collaborative member of a team, which includes proactively aiding colleagues.
- Take personal responsibility for meeting objectives and progressing work.
- Focus in a high-volume environment and show resilience to achieve objectives even in difficult circumstances.
- Take responsibility of own and team outcomes, monitor progress, and follow through to deliver quality outcomes.
- Build capability in a team environment through coaching others, providing performance feedback, conflict resolution and encouraging career development.
- Translate information and to communicate messages confidently and effectively in a clear, concise, and articulate manner focusing on the key points, using appropriate and unambiguous language.

Specialist / Technical:

A Senior Investigator is expected to have:

- The ability to use knowledge and expertise to evaluate information gathered as part of managing a report to identify options for resolution.
- Proficiently use online and other technologies to assist in identifying appropriate routes for removal of content.
- Demonstrated experience managing and conducting multiple complex matters concurrently and identifying appropriate resolution pathways.
- Advanced writing skills, including experience in quickly producing well-structured, accurate correspondence and notices to ensure clarity and timeliness.
- A strong understanding of online platforms and technologies.
- The ability to identify appropriate support and intervention pathways to help victims who are at risk, in crisis, or otherwise highly vulnerable.
- Experience in victim-focused criminal or regulatory investigations, or a case-management environment would be highly regarded.

Role Requirements

Qualifications / Experience / Clearance:

Mandatory

- Australian citizenship.
- Baseline Security clearance and ability to obtain higher, if the need arises.
- NSW Working with Children Check.

Desirable

- Experience in law, complaint handling or investigations, preferably in a regulatory, law enforcement or intelligence environment.
- Experience in using investigation tools, techniques, and technologies.
- Proficiency in using modern case management systems.
- Experience in victim focused legal practice or providing crisis response to distressed victims.