Candidate pack

Investigators

APS Level 6 Investigator

$91,193 - $102,985 plus 15.4% superannuation

Full-time, Ongoing
Pyrmont

Reference:	2466-2024-1
Section:	Adult Cyber Abuse, Cyber Bullying, Image-Based Abuse and Illegal and Restricted Content
Branch:	Investigations Branch
Division:	eSafety Commissioner
Security Clearance:	Baseline Vetting

Applications close: Sunday 28 April at 11.30pm AEST

About us

The eSafety Commissioner's (eSafety) purpose is to help safeguard Australians at risk 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 2020-2023.

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 such as adult cyber abuse, image-based abuse, illegal and restricted content, and child cyberbullying. There is also an Operational Support and Coordination Section which enables regulatory investigations through producing strategic and operational insights into online harms and providing capability uplift.

Roles within the Investigations Branch require exposure to highly sensitive and potentially distressing material. This may include exposure on occasion to illegal and restricted content, such as child sexual exploitation and pro-terrorist content.

All staff are required to conduct their duties on-premises in the Sydney office. Due to the nature of the work performed, along with privacy and security considerations, home-based work is not available for these roles. There are also on-call arrangements within the branch to respond to urgent out of hours work that members may be required to assist with.

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

Investigator positions are available in the Adult Cyber Abuse, Child Cyberbullying, Image Based Abuse and Illegal and Restricted Content Sections. Sections consist of a mix of EL1 senior investigators and APS 6 investigators working collaboratively to address the reports they receive.

The Adult Cyber Abuse Scheme is the world's first complaints-based, removal notice scheme for seriously harmful cyber-abuse being perpetrated against an Australian adult.

The Child Cyberbullying Scheme is responsible for overseeing the operation of the complaints scheme for cyberbullying material targeted at an Australian child. The team works with children, parents and schools to help stop cyberbullying and mitigate its effects, and in certain circumstances, has powers to require social media services to remove cyberbullying material.

The Image-Based Abuse Scheme manages reports about the non-consensual distribution of intimate images (sometimes known as 'revenge porn'). Investigators will be responsible for responding to reports from

Australians of all ages, conducting regulatory investigations and taking appropriate action to address image-based abuse.

The Illegal and Restricted Content Scheme is responsible for investigating reports made about illegal and restricted online content and involves frequent exposure to highly sensitive and distressing material, predominately child sexual abuse, terrorist, and extreme violence content.

The above roles include providing advice to victims, managing expectations, and identifying alternative pathways for resolution as appropriate. The roles require experience managing multiple reports simultaneously, with the ability to prioritise and triage according to risk.

Suitable candidates will be placed in a merit pool from this selection process and may be used to fill similar ongoing or non-ongoing roles within the Investigations Branch and in other areas of eSafety.

Our ideal candidates

We are seeking individuals with a demonstrated ability to be a motivated team member dedicated to eSafety's mission of keeping all Australians safer online.

The work in the Investigations Branch is fast-paced and requires balancing competing priorities, while being adaptable to support the overall team when priorities and individual workloads change. A capacity 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 important qualities for these roles.

Our ideal candidates will be motivated team members who are technically proficient with an eye for detail. You will have exceptional written and oral communication skills, with the ability to effectively communicate decisions made as part of the regulatory process and advising 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 (including illegal material). You will have a demonstrated ability to develop strong relationships with internal and external stakeholders. You will be advising Senior Investigators and the Manager on risks, regulatory options, and enforcement outcomes.

Experience in regulatory investigations would be highly regarded. A background in the following would also be considered favourably: law enforcement, intelligence, information and online technology, and open-source analysis. Roles within the Investigations Branch involve routine exposure to highly sensitive and potentially distressing material. You should have strong personal resilience and effective self-care strategies.

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 of an appropriate level. 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.

How to apply

If you consider your skills and abilities match the requirements of these role/s and they sound like the opportunity you are looking for, we want to hear from you.

Please ensure you carefully review the eligibility requirements, ideal candidate, and role overview sections of this pack, and nominate which section/s you are applying for. You can nominate to be considered for a role in one or more sections, noting the specific requirements for each one.

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; and
- a 'one-page statement' telling us how your skills, knowledge, experience, and qualifications make you the best person for the job/s.

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/s; and
  - 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 (750 words max.) you are the right person for the position/s. We want to know:
- why you want to work in these role/s; and
- 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 the role/s; 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:

Matthew Aouad
A/Manager, Child Cyberbullying Scheme

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Role Details:	
Role	Investigator
Classification	APS6
Section	Adult Cyber Abuse; Child Cyberbullying; Image-Based Abuse; Illegal and Restricted Content,
Branch	Investigations
Location	Pyrmont
Employment Type	Ongoing, Full time

Position context	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 as quickly as possible.
	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. Specifically, the positions relate to: • The Adult Cyber Abuse Team • The Child Cyberbullying Team • The Image-Based Abuse Team • The Illegal and Restricted Content Team

Role Overview	An Investigator is expected to:
	• lead day-to-day regulatory investigations into serious online abuse • manage the resolution of complaints including gathering relevant information from distressed victims while managing expectations about likely outcomes • routinely handle sensitive and at times highly distressing material • use investigative and technical skills to locate online content and identify the services providing it. • require a positive and optimistic outlook and effective self-care strategies in place to work in a high volume and time critical environment. • perform duties on-premises in the Sydney office (work from home flexibility is not available for these roles).

Role Functions

Business:

An Investigator is expected to:

- Manage multiple reports to achieve appropriate resolution.
- Conduct difficult conversations with distressed complainants with confidence and empathy (Adult Cyber Abuse, Child Cyberbullying and Image-Based Abuse Teams only).
- 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.

Leadership:

An 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.
- Have proven capacity to take personal responsibility for meeting objectives and progressing work.
- Have capacity to focus in a high-volume environment and show resilience to achieve objectives even in difficult circumstances.

Specialist / Technical:

An 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.

Role Requirements

Qualifications / Experience / Clearance:

Mandatory
- Australian citizenship
- Baseline Security clearance
- NSW Working with Children Check

Desirable
- Experience in law, complaint handling or investigations, preferably in a regulatory 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.
- Law enforcement or intelligence background (Illegal and Restricted Content Section).