

<b>INDEPENDENT COMMISSION AGAINST CORRUPTION POSITION DESCRIPTION</b>	
<b>Position title</b>	<b>Product Support Officer</b>
<b>ICAC Grade</b>	<b>ICAC Officer Grade 2</b>
<b>Division</b>	<b>Investigation Division</b>
<b>Section</b>	<b>Investigation Services Section</b>
<b>Reporting relationship</b>	<b>Reports to Chief Investigator ISS</b>
<b>Position description updated</b>	<b>July 2016</b>

### **1. PURPOSE OF POSITION**

Provides administrative services to facilitate authorised internal and public access to the Commission's hearing transcripts and tendered exhibits, internal access to property items in the Commission's custody, and preparation of evidence for use in Commission hearings and prosecutions resulting from the Commission's investigations and to assist the Senior Property Officer in the management of the Commission's property services unit.

### **2. NATURE AND SCOPE OF POSITION**

- Prepare and save property items to the Commission's document management system, linking those items to the Commission's case management system.
- Administer the hearing transcript and exhibit register for each matter within the case management system and as authorised, prepare and upload those items to the Commission's public website.
- Prepare and process digital audio and video evidentiary product for dissemination and use in Commission hearings and in prosecutions resulting from the Commission's investigations.
- Assist in the administration of the Commission's telecommunications interception system and assist investigation support officers, as required, including administration of the Commission's restricted website and transcription.
- Assist in the administration and management of Property Services by ensuring the registration, maintenance, security and access to Commission authority sources and property items are compliant with Commission policy, procedure and standards for registration, maintenance, preservation and security.

### **3. PERFORMANCE ACCOUNTABILITIES**

#### **Quality**

- Hearing transcripts, exhibits and property items are correctly scanned, formatted, filed, named, registered and linked as required in the Commission's document management system and case management system.
- Items made available for public access are securely redacted (as required) and comply with non-publication directions.

- Data entered into the case management system for the registration of transcripts, exhibit and property is accurate and reliable.
- Digital audio and video product prepared and uploaded is of optimal quality.
- Records relating to the registration, maintenance, security and access to Commission authority sources and property items are accurately maintained and are able to withstand internal and external audit.

### **Operational effectiveness**

- External access to the Commission's hearing transcripts and exhibits is provided only as authorised by a Commission lawyer.
- The Chief Investigator ISS is kept informed, and in a timely way, of any compliance issues, organisational or procedural weaknesses in the systems administered.
- Product support activities are completed in a timely way.

### **People and communication**

- Working documents and records are appropriately maintained so that information about work progress and outcomes is readily available to others.
- The officer is engaged in his or her work and contributes to procedural improvements.
- Any conflict with others is managed and productive internal and external working relationships are maintained.

### **Growth**

- Appropriate personal and professional development needs are identified and in consultation with the Chief Investigator ISS, they are addressed.

## **4. REQUIRED QUALIFICATIONS OR RELEVANT EQUIVALENT WORK EXPERIENCE AND SKILLS SET REQUIRED**

- The position requires experience providing administration, compliance and record keeping services in a specialist technical environment within a legal, compliance or law enforcement environment. The position holder must have experience in using office applications, technical systems and transcription.
- The position holder must have a good knowledge of compliance and security standards for law enforcement access to restricted records and protected information, evidence and administrative management of evidence items.
- The position holder must have well developed organisational abilities, be able to prioritise work and communicate effectively with people of diverse background, occupation, and seniority, both internal and external to the Commission.

## **5. SOURCE DOCUMENTS**

- Investigation Division Business Plan
- Operations Manual for Investigations
- ICAC Policy Framework for Investigations
- ICAC Code of Conduct