

<b>Job Title</b>	<b>Fraud Investigator</b>
<b>Grade</b>	<b>PO3</b>
<b>Location</b>	<b>Newham</b>

Accountable to	<p>The post holder will report to the Fraud Manager.</p> <p>Other key relationships for the post holder will be:</p> <ul style="list-style-type: none"> <li>• Head of Assurance</li> <li>• Corporate Heads of Service in relevant Departments</li> </ul>
Responsibility for	<p>Fraud investigators may have line management responsibility for a Trainee Fraud Investigator and/or Fraud Apprentice as required.</p>
Job Purpose:	<ul style="list-style-type: none"> <li>• The Fraud Investigator role will be proactive in identifying fraudulent Housing cases, corporate fraud and non-benefit related frauds committed against the Council.</li> <li>• To investigate and manage a range of complex investigations, to prepare fraud cases for prosecution, civil action and/or disciplinary procedures where required.</li> <li>• To be part of proactive fraud activities and training when required.</li> </ul>
Specific Responsibilities	<p><b>Investigation and Governance</b></p> <ul style="list-style-type: none"> <li>• To plan and prioritise investigation activity</li> <li>• Conduct complex investigations into fraudulent claims for Council services and grants, non HB external fraud and internal frauds in accordance with the relevant legislation and as directed by management.</li> <li>• Investigate allegations of tenancy fraud including contributing to the prevention of Right to Buy fraud against the Council.</li> <li>• Following the investigation process make recommendation to management on changes to processes and procedures that may be required to prevent a fraud in future.</li> <li>• Develop new sources and methods of obtaining information / evidence to support the investigation process.</li> <li>• Prepare and present supporting documentation to be used as evidence at a disciplinary hearing, Magistrates Court, Crown Court or Tribunal in accordance with the standards laid down, including, where appropriate, recommending action on all matters relevant to the offence including possible prosecution in accordance with the legal framework.</li> <li>• Interview claimants, staff and other third parties under caution as appropriate and in accordance with relevant legislation.</li> <li>• Interview witnesses, taking statements where necessary.</li> <li>• Make recommendations to management for sanctions in accordance with statutory regulations and Council policy and procedures.</li> <li>• Visit claimants, employers' witnesses and others in their home or place of work and verify details of the allegations by means of documentary evidence, enquiries, surveillance, inspection and interview.</li> </ul>

- The postholder will be required to go out of the office to visit people in their homes, places of work, schools, partner organisations and other council offices during the course of their work, some of this may be outside normal office hours.
- Bring to the attention of the appropriate person any potential fraud areas that should be considered for inclusion in the future and to bring to the attention of the appropriate person any recommendations for changes in procedures or practices.
- Contribute to the monitoring of fraud trends and development of suitable methods of deterring and detecting fraud in those areas.
- To plan, organise and implement special projects undertaken by the section to detect either internal fraud, housing fraud or any other frauds against the Council
- To assess referrals received in accordance with policy and standards and recommend appropriate action and, where appropriate feedback to the relevant area information to assist them in fraud prevention in the future, including making recommendations at the conclusion of investigations about ways in which processes and systems should be changed to avoid a recurrence of the fraud.
- To regularly produce reports to enable a decision to be made on the prosecution of a case in accordance with the Council standards and the correct legislation.

- Attend Court as required

**Engagement Management**

- To plan and prioritise investigation activity
- Manage investigation cases within agreed timescales.
- Make effective use of IT systems and computer software to assist in the presentation of financial data and ensure that cases and income is tracked and monitored regularly and effectively reported to management
- Regularly collate and produce reports both verbally and in writing to enable a decision to be made on investigations and deliver these on time in accordance with the standards.
- Maintain all files electronically in accordance with relevant legislation and office procedures.
- Ensure that case files and our case management system are kept up to date and data entered is accurate.
- Answer telephone queries from the public, other sections and organisations in line with Council policy and procedures.

**Training, Policies and Procedures**

- Adhere to the Council's Code of Conduct for investigators and ensure that all actions comply with the Council's policies on diversity, equal opportunities and health and safety.
- To have responsibility for monitoring and evaluating fraud policies and procedures across the service, to ensure that they are consistent with best practice across the sector. To make recommendations for change; particularly where legislation changes
- Contribute to fraud awareness training materials, delivery of training to other council staff on fraud matters and participate in publicity campaigns.

	<ul style="list-style-type: none"> <li>• Work in partnership with peers across the service and other external agencies and ensuring that the appropriate professional standards are adhered to.</li> <li>• To represent the Council at relevant meetings with both internal and external bodies and ensure appropriate professional standards are applied</li> <li>• Undertake such training as is required to enable the post holder to keep up to date with changing trends legislation and that is deemed necessary to carry out their duties effectively.</li> <li>• Be responsible for meeting individual performance targets as agreed within the section and to ensure that investigations are carried out in prescribed time limits and to the standard set.</li> </ul> <p><b>Culture</b></p> <ul style="list-style-type: none"> <li>• To contribute to the development of an anti-fraud culture within the organisation and ensure that all actions comply with the Council's policies on diversity, equal opportunities and health and safety.</li> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Any other duties commensurate with the post and grade.</li> <li>• Enable and encourage a flexible working environment</li> <li>• Actively promote seamless integrated working across all aspects of assurance</li> </ul> <p><b>Change and Improvement:</b></p> <ul style="list-style-type: none"> <li>• Assist in the development, implementation and review of change management programmes to deliver continuous improvement</li> <li>• Proactively seek and contribute towards implementing internal process improvements</li> <li>• Support opportunities for council-wide transformation and alternative service delivery models</li> <li>• Contribute to the creation of a digital culture within the service by embracing technology in every-day activities and actively seeking digital improvement opportunities in support of a service-wide digital strategy</li> <li>• Deliver on projects within the department and follow appropriate governance processes in order to achieve their intended benefits and goals</li> </ul>
General	<ul style="list-style-type: none"> <li>• A commitment to and champion for equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li> <li>• Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.</li> <li>• Comply with Health and Safety Regulations associated with your employment.</li> <li>• Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.</li> <li>• To treat all information acquired through your employment, both formally and informally, in strict confidence.</li> </ul>

Critical Success Factors	<ul style="list-style-type: none"><li>• Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money</li><li>• Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li><li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li><li>• Operates an ethos of and champions a unified public service approach and actively engages stakeholders both within and outside the council</li><li>• Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this</li><li>• Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve</li><li>• Invests in people and skills to deliver a sustainable business</li></ul>
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## Person Specification

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	<b>Criteria</b>	<b>Method of assessment</b>
<b>Professional qualifications/memberships</b>	<ul style="list-style-type: none"> <li>• Achieved full investigators status in CIPFA's Accredited Counter Fraud Specialist or equivalent professional counter fraud qualification</li> </ul>	
<b>Able to demonstrate and evidence a highly developed Competence in:</b>	<ul style="list-style-type: none"> <li>• Obtains, exchanges and evaluates information from various internal and external sources to make complex decisions and referrals to management.</li> <li>• Communicates effectively both verbally and in writing</li> <li>• Within a clear framework of communication systems, considers the method most likely to secure effective results</li> <li>• Ability to prioritise work effectively with regard to the targets and quality standards required</li> <li>• Implements plans and strategies taking account of corporate and departmental objectives.</li> <li>• Acts in an accountable manner with seniors and peers sharing knowledge and experience as appropriate</li> <li>• Contributes to work processes that deliver on time, on budget and to agreed quality standards</li> <li>• Manages relationships with customers/other stakeholders effectively</li> <li>• Manages own time well to meet competing priorities</li> </ul>	
<b>Able to demonstrate and evidence Knowledge and experience in</b>	<ul style="list-style-type: none"> <li>• Sound working knowledge of information technology and the ability to use it as an effective resource including data analysis</li> <li>• Thorough knowledge of proposed and actual legislation and Government guidance and standards relevant to fraud</li> <li>• Up to date professional and technical expertise in relation to fraud</li> <li>• Experience of carrying out investigations with minimal supervision, including Interviews under caution and preparing material for disciplinary hearings or criminal proceedings</li> <li>• Experience in investigating Housing Fraud is desirable.</li> <li>• Experience in using Open Source Intelligence.</li> <li>• The successful candidate will be expected to have an excellent working knowledge of</li> </ul>	

	<p>and be able to investigate all cases within the guidelines as set out by the Criminal Procedure's and Investigations Act 1996 and the Police and Criminal Evidence Act 1984. A good working knowledge of the Housing Act 1985, Human Rights Act 2000 and The Fraud Act 2006</p>	
<p><b>Behaviours and personal qualities</b></p>	<ul style="list-style-type: none"> <li>• Identifies personally with the aims and objectives of the Council and committed to their achievement.</li> <li>• Sets a positive example in performance for others to follow.</li> <li>• Acts as a team player and shows initiative.</li> <li>• Shows and can demonstrate drive and enthusiasm for an investigative role.</li> <li>• Communicates clear standards and expectations for employees</li> <li>• Is an excellent communicator with the ability to discuss and adopt the most appropriate method of communication to secure effective results</li> <li>• Must be willing to work outside of normal office hours as and when necessary</li> </ul>	