

Job Description



Job Title: Fraud Investigator	Service Area: Counter Fraud	
Directorate: Resources	Post Number: Fusion	Evaluation Number: 5246
Grade: PO3	Date last updated: June 2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

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.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The Fraud Investigator will be responsible for investigating and managing a range of complex housing, corporate and non-benefit related fraud investigations and to prepare such investigations for prosecution, civil action and/or disciplinary procedures where required. They will be proactive in identifying potential frauds committed against the Council and participate in proactive fraud initiatives and the delivery of fraud training.

Job Context

1. The post holder reports to the Head of Counter Fraud

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

- To be proactive in identifying fraudulent Housing cases, corporate fraud and non-benefit related frauds committed against the Council.
- To plan and prioritise investigation activity
- 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.
- Investigate allegations of tenancy fraud including contributing to the prevention of Right to Buy fraud against the Council.
- Interview claimants, staff and other third parties under caution as appropriate and in accordance with relevant legislation.
- Interview witnesses, taking statements where necessary.
- The post holder 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 in order to verify details of the allegations by means of documentary evidence, enquiries, surveillance, inspection and interview. Some of this may be outside normal office hours.
- Develop new sources and methods of obtaining information / evidence to support the investigation process
- Following the investigation process make recommendation to management on changes to processes and procedures that may be required to prevent a fraud in future.
- Make recommendations to management for sanctions in accordance with statutory regulations and Council policy and procedures.
- 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.

- Attend Court as required
- 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.
- Work with the HR&OD directorate in undertaking fact finding workplace investigations for potential disciplinary hearings. To give evidence at any relevant disciplinary hearing as a result of said investigation.
- To undertake any potential Whistleblowing/ Speak up investigation as required.
- Manage investigation cases and projects 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
- 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.
- 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.
- Contribute to fraud awareness training materials and delivery of training to other council staff on fraud matters.
- Work in partnership with peers across the service and other external agencies and ensuring that the appropriate professional standards are adhered to.
- To represent the Council at relevant meetings with both internal and external bodies and ensure appropriate professional standards are applied
- 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.

- 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.
- 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.
- Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.
- Any other duties commensurate with the post and grade.

Personal Specification



Job Title: Fraud Investigator	Service Area: Counter Fraud Team	
Directorate: Resources	Post Number: Fusion TBC	Evaluation Number: 5246
Grade: PO3	Date last updated: June 2024	

IMPORTANT INFORMATION FOR APPLICANTS

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.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE & EXPERIENCE <ul style="list-style-type: none"> • Experience in investigating Housing Fraud is desirable • Sound working knowledge of information technology and the ability to use it as an effective resource including data analysis • Experience in using Open Source Intelligence techniques • The successful candidate will be expected to have an 	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>excellent working knowledge of 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> <ul style="list-style-type: none"> • Thorough knowledge of proposed and actual legislation and Government guidance and standards relevant to fraud • Up to date professional and technical expertise in relation to fraud • Experience of carrying out investigations with minimal supervision, including Interviews under caution and preparing material for disciplinary hearings or criminal proceedings • Experience of working to deadlines and meeting targets. • Experience of creating, building and maintaining effective and strong working professional relationships and contacts • Proven experience of effective joint working, inter-agency liaison and operating in a demanding working environment. • Experience of maintaining computer based records. • Experience of using IT applications, including word processing, spreadsheets and databases. • Experience of working in a fast-paced environment and managing a diverse caseload. 	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <ul style="list-style-type: none"> • Achieved full investigators status of Accredited Counter Fraud Specialist (ACFS) or equivalent professional counter fraud qualification 	<p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Excellent verbal and written communication skills. • Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries. • Contributes to work processes that deliver on time, on 	<p>Application and Interview</p> <p>Application and interview</p>

<p>budget and to agreed quality standards</p> <ul style="list-style-type: none"> • Ability to prioritise work effectively with regard to the targets and quality standards required • Manages relationships with customers/other stakeholders effectively • Manages own time well to meet competing priorities • Is a proven team player working with credibility and achieving results • Able to work in partnership with internal and external teams, agencies and other services, in order to deliver an effective service to our customers and tenants. • Able to work effectively as a team member and a commitment to work flexibly within and across a team to support or motivate other team members. • Able to adapt positively to change, new methods of working and demonstrate a flexible approach. • Able to meet individual performance targets and contribute towards team targets. • High degree of self-motivation and initiative in managing own workload. • Able to investigate and record information in a methodical manner within a defined procedure and to make complex decisions. • A good level of proficiency in IT use, including Word, Excel and Outlook (calendar, tasks and email). • An effective problem-solver with an organised and imaginative approach to work and the ability to manage difficult or challenging situations. • Able to identify, interpret and apply legislation, policy, procedures and good practice to make decisions and actions • Able to adapt to different service users' cultural needs and identify actions needed to ensure fair access to the service. • Able to display an understanding of and commitment to the Council's Equal Opportunities policy in overview and in practice. 	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p>	

<ul style="list-style-type: none"> • Shows and can demonstrate drive and enthusiasm for an investigative role. • Ability to take a flexible approach and work proactively. • Commitment to achieving demanding deadlines, outcomes and targets, balanced with compassion with sometimes challenging customers. • Ability to work as part of a multi-disciplinary team. • Team player with strong face to face and non-face to face communication skills. • Must be willing to work outside of normal office hours as and when necessary 	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
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