

London Borough of Bexley - Job Description Template for HAY Grades (Bexley10 & above)

Management Group: Finance and Corporate Services

Department/Section: Assurance and Counter Fraud

Job Title: Senior Fraud Investigator

Reports to: Head of Assurance

Grade: 14

1. Purpose of the job

The Senior Fraud Investigator role will lead on identifying fraudulent housing cases, corporate fraud, 'internal' fraud and non-benefit related frauds committed against the Council. To undertake and manage complex investigations, with minimal supervision, and to prepare fraud cases for prosecution, civil action and/or disciplinary procedures where required. Lead on proactive fraud activities and training, to Council management and front-line teams. To provide the Council with expert fraud advice.

2. Principal accountabilities

Strategy

To support the monitoring and evaluating of fraud policies & procedures across the service and to ensure that they are consistent with best practice across the sector. To make recommendations for change; particularly when legislation changes.

Implementation

Following the investigation process make recommendations to management on changes to processes and procedures that may be required to prevent a future fraud.

Where appropriate, liaise with the Internal Audit Manager to ensure that any weaknesses in the system of internal control can be identified.

Make recommendations to management for sanctions in accordance with statutory regulations and Council policy and procedures.

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.

Organisational Control and Development

- a) To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.
- b) To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

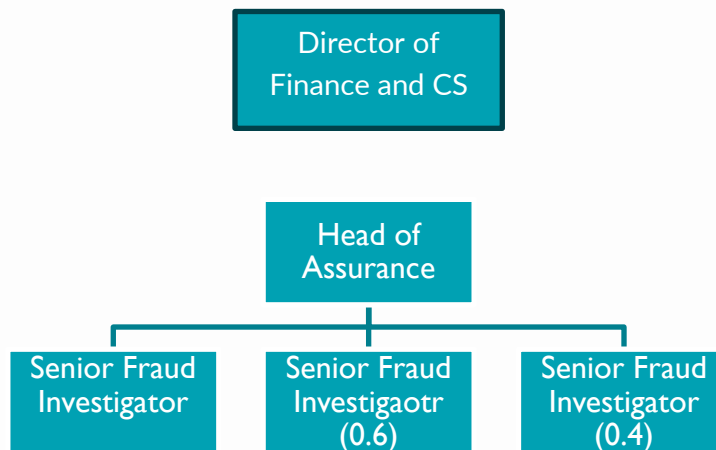
Personal Effectiveness

- a) To support in the presentation of timely and relevant advice and information to Members and to ensure that Group Leaders are briefed on major and sensitive issues.
- b) To deal promptly with all matters requiring the post holder's personal attention.

- c) To be fully conversant with relevant statutory provisions and the Council’s constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
- d) To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

3. Organisation

- a) The individual will report to the Head of Assurance (HOA).



Person Specification

Management Group: Risk and Assurance - Counter Fraud

Department/Section: Assurance and Counter Fraud

Job Title: Senior Counter Fraud Specialist

Job Family: Mgt 1. Professional 2

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
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A - Education and formal training

Accredited Counter Fraud Specialist or Equivalent	E	
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B - Technical experience and knowledge - Senior Fraud Investigator

Experience in undertaking fraud investigations with minimal supervision, including Interviews under caution and preparing material for disciplinary hearings or criminal proceedings	E	
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Experience in investigating Housing Fraud is essential.	E	
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Experience in using Open-Source Intelligence.	E	
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The successful candidate will be expected to have an 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 Regulation of Investigatory Powers Act 2000	E	
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C - Relevant skills and abilities

<ul style="list-style-type: none"> Obtains, exchanges and evaluates information from various internal and external sources to make complex decisions and referrals to management. 	E	
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• Communicates effectively both verbally and in writing E

• Within a clear framework of communication systems, considers the method most likely to secure effective results E

• Ability to prioritise work effectively with regard to the targets and quality standards required E

• Implements plans and strategies taking account of corporate and departmental objectives. E

English Language Requirements for Public Sector Workers. E

- **Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.**
- **Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.**
- **Ability to listen to customers and understand their needs.**
- **Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.**

(c) Other Additional Requirements

Include here any other additional requirements - DBS, E

Willing to work evenings/early mornings, ability to travel around the Borough) E

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

* *Guidance on the appropriate Job Family to be assigned to this post can be found at the following link:*

<https://bhive.bexley.gov.uk/how-do-i/tasks-and-guides/job-evaluation/?page=5>

Please contact your HR Adviser if you require any advice on the relevant job family for the role.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

These HPI values should not be changed.