

Post Title	Counter Fraud Investigator
Department	Deputy Chief Executive
Division	Finance and Audit
Grade / salary	C/D
Reports to	Counter Fraud Investigations Manager
Date prepared	September 2019

Job Purpose

To undertake investigations in order to detect and prevent fraud in accordance with departmental policy.

To provide counter fraud services for the Councils.

Key Tasks

1. Be responsible for personally undertaking investigations in accordance with the departmental anti-fraud strategy ensuring confidentiality and sensitivity.
2. To carry out investigations and conduct interviews in accordance with best practice and relevant legislation.
3. Prepare and refer cases suitable for sanctions to the Counter Fraud Investigations Manager.
4. To carry out proactive verification checks to prevent fraud or money laundering.
5. To assist the Counter Fraud Manager with matters relating to the East Sussex Counter Fraud Hub when required.
6. Prepare cases for prosecution in accordance with the Criminal Procedures Investigations Act.

7. Undertake investigations and if relevant and necessary carry out surveillance in accordance with the Regulation of Investigatory Powers Act.
8. To work with limited supervision and organise own caseload and prioritise work to ensure that all duties are carried out satisfactorily.
9. To ensure that investigations are conducted within time-scales determined in conjunction with the Counter Fraud Investigations Manager.
10. To ensure that investigations are conducted within the guidelines of the division's Counter Fraud Manual.
11. Contribute to the development of the Counter Fraud team with regard to customer care and value for money.
12. To assist in ensuring all statutory, corporate, team and individual targets are met and actively seek continuous improvement in all areas of the work.
13. Liaise and help to develop processes with other internal bodies to help in the prevention, detection and investigation of fraud.
14. To assist the Counter Fraud Investigations Manager by preparing and contributing to regular statistics and reports.
15. Maintain an up to date knowledge on all matters relating to fraud.
16. Correspond with the public and liaise with other outside bodies in a clear and accurate manner.
17. To assist others posts within the Counter Fraud team as directed.
18. To attend meetings and liaise as a representative of the service, with other appropriate agencies, individuals and bodies, including representing the Council at Crown Court, Magistrates Court and County Court as necessary (outside normal hours if required).
19. To be aware of the Councils' aims and objectives as regards Customer Care and to ensure that a service consistent with these is provided.
20. To ensure that all records are kept accurately and securely in a manner prescribed both by legislation and internally agreed procedures and in particular to ensure compliance with the principles of the Data Protection Act.
21. To provide fraud awareness training as and when required.

22. To occasionally work out of hours, for example in the event that home visits are required.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities
4. To understand and apply the councils' Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. You will be required to support Lewes District and Eastbourne Borough Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
7. To work within the Councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> • Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> • Provides the right information to the right people, at the right time, via the right method. • Works positively to gain understanding from others.
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution.

	<ul style="list-style-type: none"> • Seeks and delivers high standards for self, team and Council.
Self Management – self motivated and professional	<ul style="list-style-type: none"> • Is organised and uses time and technology efficiently. Adopts a flexible approach to change.
Delivering for our Customers	<ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships. • Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

EBC has a number of shared roles with Lewes District Council (LDC), and EBC and LDC are taking advantage of opportunities as they arise to align systems and/or posts within the two authorities in order to generate benefits in terms of quality, savings or resilience. This role is a shared service role the post holder will contribute to existing shared arrangements and commit to the vision of further opportunities.

PERSON SPECIFICATION FOR COUNTER FRAUD INVESTIGATOR

1. QUALIFICATIONS

Essential	Desirable
<ul style="list-style-type: none">• 5 GCSEs or equivalent including Maths and English.• Professional qualification- ACFS, PIN or equivalent or willingness to work towards qualification	<ul style="list-style-type: none">•

2. TRAINING

Essential	Desirable
<ul style="list-style-type: none">•	<ul style="list-style-type: none">•

3. SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none">• Excellent communication skills.• Good organisation skills.• Able to work on own initiative.• Self motivated.• Maintaining good quality case notes.• Report writing skills• Ability to interpret complex legislation/regulations.• IT literate /proficient in MS Office and willing to use other relevant Council systems	<ul style="list-style-type: none">•

4. KNOWLEDGE

Essential	Desirable
<ul style="list-style-type: none">• Knowledge of current legislation, including PACE, CPIA, DPA and RIPA.• Knowledge of fraud risks faced by a local authority.• Knowledge of Social Housing.• Knowledge of various benefits.	<ul style="list-style-type: none">•

5. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> • Experience in carrying out interviews. 	<p>Desirable</p> <ul style="list-style-type: none"> • An experienced counter fraud specialist who has worked in a relevant sector.
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6. OUTSIDE INTERESTS

<p>Essential</p> <ul style="list-style-type: none"> • 	<p>Desirable</p> <ul style="list-style-type: none"> •
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7. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <ul style="list-style-type: none"> • Willingness to work within the councils Core competency frameworks • An engaging, enthusiastic and positive manner with a strong "can do" approach • Current, clean, British driving licence and access to a car. 	<p>Desirable</p> <ul style="list-style-type: none"> •
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

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Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C/D.

Salary

The spinal column points (SCP) for the post are as follows:

SCP 6	£ 19,547
SCP 7	£ 19,938
SCP 8	£ 20,337
SCP 9	£ 20,744
SCP 10	£ 21,159
SCP 11	£ 21,582
SCP 12	£ 22,014
SCP 13	£ 22,454
SCP 14	£ 22,903
SCP 15	£ 23,361
SCP 16	£ 23,828
SCP 17	£ 24,305
SCP18	£ 24,791

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

You will be based at Southover House, Southover Road, Lewes, BN7 1AB and/or 1 Grove Road, Eastbourne, BN21 4TW, but you may be required to work anywhere within the Shared Services boundary.

Agile Working

The Councils have been offering flexible working for some years and is committed to extend agile working with the introduction of office based working, mobile working, flexible and home working. This role has been categorised as:

- Flexible/Office. Works predominately from Southover House and 1 Grove Road offices with cross-site and home working.

Working arrangements for mobile, flexible/mobile and flexible/office workers will vary during the induction/ probationary period and will be reviewed at six monthly intervals.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2019 are:

Pay Range	Contribution
Up to £14,400	5.5%
£14,401 - £22,500	5.8%
£22,501 - £36,500	6.5%
£36,501 - £46,200	6.8%
£46,201 - £64,600	8.5%
£64,601 - £91,500	9.9%
£91,501 - £107,700	10.5%
£107,701 - £161,500	11.4%

More than £161,501	12.5%
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The pay ranges will be increased each year from 01 April in line with inflation.

Based on the starting salary for this role, the contribution will be 5.8%