

Hertfordshire County Council Job Outline



JOB TITLE: Counter Fraud Officer (Investigator) / Senior Counter Fraud Officer (Investigator)

GRADE: H8-M1
(M1 Post includes Market Forces additional payments)

REPORTS TO: Assistant Counter Fraud Manager

TEAM: Assurance Services

DEPARTMENT: Resources and Performance

Purpose of the Job

The Shared Anti-Fraud Service (SAFS) will provide all aspects of fraud services to partner councils and stakeholders.

The Counter Fraud Officer (Investigator) role exists to undertake investigations in relation to non-benefit and corporate fraud in a proportionate, efficient and effective manner, in compliance with all required procedures and legislative requirements.

To identify savings and additional income as a result of counter fraud work, and secure the best outcome so that the clients' resources are used effectively and efficiently ensuring value for money.

Main Areas of Responsibility

At H8 Counter Fraud Officer (Investigator)

To investigate allegations of fraud and corruption in relation to non-benefit and corporate fraud in compliance with all required procedures, legislation and utilising appropriate investigative techniques.

To undertake formal tape-recorded interviews under caution with suspects and witnesses in accordance with current legislation and Codes of Practice.

To conduct witness interviews and take statements in accordance with current legislation and Codes of Practice.

To undertake static and/or mobile surveillance as required, utilising covert equipment where appropriate, in accordance with current legislation and Codes of Practice.

To undertake unscheduled visits in line with guidelines where it is considered necessary to complete a full and proper assessment of the case. To undertake visits and out of office working as required in accordance with procedures.

To gather, record and securely retain evidence relating to an investigation in accordance with current legislation and Codes of Practice.

To maintain to a high standard a record of each investigation, and produce appropriate and timely reports as appropriate.

To recommend which cases are appropriate for prosecution and ensure the necessary supporting documentation is prepared in accordance with legislative requirements and when required represent the Council at Court.

To maintain an up-to-date working knowledge of criminal and civil law, legal requirements, criminal investigation procedures, criminal prosecution, court procedures and client disciplinary procedures as appropriate.

To initiate and maintain liaison with police and other law enforcement agencies, other external agencies, legal departments and prosecuting Counsel where appropriate

To be responsible for preparing the appropriate and necessary paperwork to assist internal and external agencies undertaking prosecutions.

To be committed to and take responsibility for personal continuing professional development.

At H9 Counter Fraud Officer (Investigator)

In addition to the above, at H9, the post holder must be able to undertake all of the following and will be expected to hold or be prepared to work towards achieving BTEC Professional Diploma in Investigation Management.

To have responsibility for investigating on own initiative complex, larger and more serious fraud cases bringing them to conclusion in a timely manner.

To have responsibility for identifying and putting in place partnership working opportunities with other Local Authorities arising from such fraud cases.

To demonstrate a pro-active awareness of developments and changes in legislation for implementation and feedback to team members.

To participate in the pro-active and preventative work of the Shared Anti-Fraud Service, by undertaking activity to raise awareness of fraud, train employees and managers in fraud risk areas and advise on solutions and improvements.

To have responsibility for staff supervision, acting as a mentor, supervising and supporting new team members using set procedures, guidelines and use of computer systems.

To review working practices and the quality of service provided and develop proposals for the introduction of new procedures.

To serve summonses, attend court, give evidence, attend disciplinary boards, review boards or appeal tribunals, all as appropriate and necessary.

To represent the service at meeting with other departments and services.

Any other duties as may be directed by departmental management provided they fall within the scope and range indicated by the grade of the post

At M1 Senior Counter Fraud Officer (Investigator)

In addition to the above, at M1 the post holder must be able to undertake all of the following and will be expected to hold the BTEC Professional Diploma in Investigation Management.

To be responsible for all data quality emanating from the Anti-Fraud team ensuring that all statistical information is submitted accurately and within specified time limits.

To assist in the development and delivery of pro-active anti-fraud activity, and to participate in training and awareness activities

To advise and liaise with Senior Managers and Members on the requirements of various laws, regulations and legislation relating to investigations.

To demonstrate a pro-active awareness of developments in the investigation domain including awareness of best practice and provide written reports on projects to implement change.

Where appropriate and duly authorised, take the lead on submission of cases to the prosecuting authorities, liaising with legal services, legal Counsel, police and the CPS as required and appearing as lead case officer for Council.

To assist junior officers in progression of cases and in interview and sanction proceedings

To assist in the selection and recruitment of new members of staff in line with the Council's procedures.

To represent the Service on Service issues involving members of the public, external agencies and other Council departments, including any necessary correspondence, interviews, or meetings.

To respond to enquiries from elected Members as required, and undertake correspondence relating to the work of the section, including complaints, Ombudsman's enquiries, legal actions and the council's duties.

Equality and Diversity

Hertfordshire County Council is determined to take action to ensure that our belief in diversity and equality of opportunity is integral to everything we do. It will inform every area of activity; from the way we provide services to the way we employ our staff. It is a central responsibility of all councillors, managers, staff and partners. The council's equality policy 'Putting People First' is available on HertsDirect, on the internal intranet 'Compass' or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Person Specification

H8

Knowledge

- Some experience of fraud investigation, part qualification or commencement of recognised course desirable
- Awareness of investigation legislative requirements and financial regulations and procedures.
- Demonstrate an understanding of where/how to find further technical legislative information.
- Able to actively participate in formal interviews.
- Appear as witness as necessary.
- Able to utilise various methods including verbal presentations, tables, diagrams and written briefings to communicate information
- Ability to question and challenge existing processes.
- Ability to gather record and securely retain evidence
- Ability to prioritise a complex workload and carry out investigations in accordance with council policy, procedures and timescales.
- Able to agree and manage a workload against agreed performance targets.

Skills

- Ability to conduct interviews in accordance with the PACE Codes of Practice.
- Ability to analyse, prepare and present evidence at interviews and in court.
- Ability to monitor and manage a caseload of investigation cases and meet deadlines.
- Ability to undertake analysis sampling and data matching

H9

Knowledge

- Substantial experience of fraud investigation, part qualification mandatory.
- Understanding of all investigation legislative requirements and financial regulations and procedures.
- An understanding of key anti-fraud controls.
- Able to assist junior officers in progression of cases and in interview and sanction proceedings
- Able to identify appropriate sanctions and make recommendations. Able to actively participate in formal interviews under caution.

- Able to conduct caution or adpen interview and issue sanction in presence of senior officer.
- Ability to gather record and securely retain evidence
- Demonstrate ability to apply new technical knowledge with minimal direct supervision.
- Is able to utilise various methods including verbal presentations, tables, diagrams and written briefings to communicate high level and complex information
- Is able to promote positively the work of the service and engage with officers at all levels to ensure that a strong anti-fraud ethos is built within partner authorities
- Questions and challenges existing processes, showing innovation and an ability to improve on current methods
- Able to prioritise a complex workload and carry out projects in accordance with council policy, procedures and timescales.
- Agrees and manages a workload against agreed performance targets, including an element of medium term project work
- Ability to be self-motivated, with limited supervision and to take appropriate decisions without necessarily referring to others.

Skills

- Experience of conducting interviews in accordance with the PACE Codes of Practice.
- Experience of analysing, preparing and presenting evidence at interviews and in court.
- Experience of monitoring and managing a caseload of investigation cases and meeting deadlines.
- Experience of undertaking and sampling and data matching.
- Experience of developing and delivering pro-active fraud awareness projects.
- Experience of presenting / training.

M1

Knowledge

- Substantial experience of fraud and other criminal investigations, fully completed professional qualification
- Understanding of all investigation legislative requirements and financial regulations and procedures
- Understanding key anti-fraud and corruption controls
- Demonstrate where/how to find further technical information.
- Demonstrate ability to apply new technical knowledge to design new fraud prevention and detection techniques.
- Takes a proactive approach to identifying, applying and communicating new technical knowledge and legislative issues
- Assist junior officers in progression of cases and in interview and sanction proceedings

- Identify appropriate sanction and progress to full implementation. Lead on prosecution cases. Appear as lead case officer for Council.
- To deal with complex and contentious and confidential issues, while having an awareness of council policy and be able to communicate this to stakeholders in a relevant format and level
- Produce new and workable ideas to overcome problems and/or improve performance within existing guidelines
- Able to prioritise a complex workload and carry out investigations in accordance with council policy, procedures and timescales. Predicts implications and anticipates situations on the basis of previous experience or historical trends, using this information to plan ahead
- Experience of working in a changing environment with requirements to produce original and innovative solutions to problems for which no present plan or procedure exists.
- Can identify emerging risk areas and propose appropriate solutions.
- Substantial knowledge and experience to deliver a service including demonstrable ability to self-motivate and motivate others to achieve business goals.
- Experience of delivering change and innovation where performance and continuous improvement are central to service delivery.
- Experience of dealing with Statutory Bodies to ensure compliance with legislation and ability to understand and apply relevant Regulations and Legislation.

Skills

- Experience of conducting interviews in accordance with the PACE Codes of Practice.
- Experience of analysing, preparing and presenting evidence at interviews and in court.
- Experience of monitoring and managing a caseload of investigation cases and meeting deadlines.
- Ability to deliver training on fraud awareness.
- Experience/knowledge of analysis sampling and data matching

General skills - All grades

- Ability to work with other agencies and build relationships with contacts.
- Possess good IT skills
- Possess good numerical and written communication skills.
- Be able to manage conflicting priorities.
- Good planning, organisational and evaluation skills.
- To be a determined, positive, supportive team member
- To display high standards of behaviour at all times with appropriate discretion and sensitivity.
- The jobholder is required to be able to work outside of standard working hours.
- The jobholder is required to travel in accordance with duties.
- The job holder is required to be able to work at a variety of locations.

Market Forces Payment.

Market Forces Payment are applicable to the M1 grade from April 2018, terms and conditions apply.