



<b>Role Title</b>	<b>Investigation Officer</b>
<b>Job Family</b>	<b>Resources</b>
<b>Location</b>	<b>Fellowship Square</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>Career graded PO3/PO4</b>
<b>Purpose</b>	
<p>To support the Corporate Anti-Fraud Manager with the delivery of a professional anti-fraud service to the Council and its partner organisations, ensuring that a strong anti-fraud culture is embedded throughout the Borough, and to maximise cashable recoveries with minimal cost.</p> <p>To help to embed an anti-fraud culture throughout the Council and undertake civil and criminal investigations into cases of suspected fraud, corruption and irregularity perpetrated against the Council, and to keep up-to-date with relevant legislation and best practice.</p> <p>To develop and foster excellent working relationships with the Internal Audit team, Anti-Fraud Team, and colleagues across the Council.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according to relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
<p>Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Queries / complaints are effectively managed where appropriate action is taken to resolve the issue and customers are kept informed.</p> <p>Risk to the Council is minimised.</p>



<p>Contribute to the development of service plans to meet strategic business goals.</p>	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Work meets legislative and policy requirements.</p>
<p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>
<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>To assist in the identification of new initiatives for fraud prevention, detection and deterrence and contribute to the continuous improvement and development of the team. This may include delivering fraud awareness training for staff across the council and assisting in the implementation of online computer-based training packages.</p> <p>To participate actively as a member of the team to assist in the continual improvement of service standards, customer satisfaction and performance management.</p> <p>Identify gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated.</p> <p>To develop and maintain appropriate working</p>



	<p>relationships with all clients of the Corporate Anti-Fraud team, including other fraud and enforcement functions and external bodies.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Use appropriate information technology, data matching and analytics software to carry out the responsibilities of the post and enhance the outcomes of fraud presentation/detection.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported and developed.</p> <p>Guidance, support and on the job training provided to junior members of staff.</p> <p>Required information is provided and technical knowledge shared.</p>
<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.</p>	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p>



	<p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	<p>Recognise the importance of identifying and reporting potential health and safety risks.</p> <p>Work is carried out in a way that is safe and without risks to health.</p>
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
<b>Job Specific Accountabilities PO3</b>	<b>End Results/ Outcomes</b>
Carry out civil and criminal investigations into a range of potential fraud and irregularities	<p>To investigate referrals across all areas of fraud risk, including but not limited to those relating to employee's contractors, housing (tenancy, right to buy and homelessness), procurement, schools, Council tax, and beneficiaries, as well as planned preventative and proactive investigations.</p> <p>Investigation files compiled in accordance with the appropriate legal gateways, or which may include for example visits to customers' home addresses, places of employment and other venues and undertake surveillance of persons suspected of fraud (in line with appropriate legislation) within a set timeframe and with direction from senior managers.</p> <p>To maximise the Council's recovery of any fraud-related losses with a focus on cashable recoveries.</p> <p>Lead on responding to matches identified through data matching exercises such as the National Fraud Initiative.</p>



To act as the Officer in Charge and fulfill the role of the Investigation Officer and Disclosure Officer.

To prepare, undertake and document formal investigation interviews of managers, witnesses and suspects, including conducting interviews under caution where appropriate.

Investigation case files maintained to a high-quality standard ensuring that all documentation and evidence such as Interview Under Caution recordings are kept securely so that security is not compromised.

To participate in joint investigations including working with the police, and other external bodies as required.

To analyse findings and prepare reports based upon information gathered during an investigation. Provide succinct end of investigation reports to the highest standard that can be presented to all levels of the management structure within the council, recommending appropriate management or sanction action.

To provide advice and guidance on investigative practice to other staff members and teams providing a benchmark for investigation standards and using investigatory skills to support the work of other Council services.

Ensure the duties of the post are carried out in compliance within the council's code of conduct and internal policies, fraud policy guidelines and procedures, national professional standards, statutory codes of practices and legislative framework for criminal investigations and to ethical standards and the Nolan Principals.

To lead on checks in relation to Money Laundering, and where necessary, involve other service areas and assistance of Financial Investigators to progress cases.

To deal with DPA requests for information from the police & other organisations.



	<p>To work to meet team and personal targets set during appraisals and contained within the team plan.</p>
<p>Quality service is provided that conforms to relevant standards and legislation.</p>	<p>Case files are produced to a high and consistent standard and comply with relevant legislation and regulations for type of investigation being undertaken.</p> <p>To plan, deliver and conclude investigations efficiently and cost effectively and contribute to the achievement of key performance indicators for the service, demonstrating the value of the service through recovery of assets and resources, and savings from frauds prevented.</p> <p>Case files contain appropriate and relevant evidence to support the case.</p> <p>To prioritise and manage own workload, working flexibly, to ensure assignments are progressed promptly, meeting internal and external deadlines and turnaround target times, and report to the Senior Investigations Officer and Counter Fraud Manager where potential variations &amp; issues may arise</p> <p>To work in close liaison with the lead investigator (Senior Investigations Officers, or Corporate Anti-Fraud Manager) on all aspects of managing assignments on a day-to-day basis, as well as providing information that may influence future work areas. To also provide information on assignments to other senior members of the Audit and Risk Management Service as required.</p>
<p>Case management for sanctionable cases, which may be presented at Court or Tribunal</p>	<p>Cases successfully presented to the Corporate Anti-Fraud Manager, including concise summaries and reports that list findings from the investigation.</p> <p>To recommended cases for prosecution and civil cases for recovery and present to the appropriate legal team within the prescribed timeframes.</p> <p>To recommend further action in line with the council's prosecution/sanction policies.</p> <p>To represent the council in person at the County, Magistrates and Crown court and other forum,</p>



	<p>including Tribunals and disciplinarys, as required.</p> <p>To ensure that relevant authorities and stakeholders are regularly kept up to date and informed of case progression and of case outcomes.</p> <p>To ensure that all relevant documentation is present at case closure including witness statements.</p> <p>To ensure case files are of high quality for presentation at disciplinary, tribunal, appeals or court hearings.</p>
<p>Legal, Procedural &amp; Policy knowledge that relate specifically to the role.</p>	<p>To maintain an up-to-date knowledge of the legal and regulatory requirements relevant to the prevention, detection, investigation and prosecution of fraud, ensuring that these are appropriately applied in all investigations carried out.</p> <p>To undertake investigation interviews in line with the relevant legislation and guidance. This will include carrying out interviews under caution where required, for which understanding of the Police &amp; Criminal Evidence Act is required</p> <p>Knowledge of Proceeds of Crime Act and other legislation regarding the recovery of fraud losses to identify cases that would be suitable for the use of such powers and to maximise the recovery of fraud losses. Knowledge is up-to-date and covers the whole range of local government activities including social housing and standards in public life.</p> <p>Maintain an up-to-date knowledge of the Council's (and partner organisations) financial regulations, contract procedures rules, code of conduct, and the policies, legislation, procedures and regulations relating to services provided by the Internal Audit and Anti-Fraud Division.</p> <p>To take responsibility for own personal and professional development, identifying training and developmental needs as they arise as well as undertaking such training.</p>



Job Specific Accountabilities PO4	End Results/Outcomes
<p>Support senior managers with the development of the Internal Audit and Anti-Fraud service plans.</p>	<p>Assist the Corporate Anti-Fraud Manager in identifying the council's key fraud risks and planning a Service Plan to mitigate against the risks from occurring.</p> <p>Anti-fraud strategy and counter fraud activity plan produced, and successfully delivered.</p> <p>Engage with Service Managers to gain an understanding of service fraud risks.</p> <p>Progress against objectives is effectively monitored, delivered and reported.</p> <p>Statistical and technical content is accurate and presented in an appropriate manner.</p> <p>Service plan and targets for area of responsibility are developed, agreed and communicated within required timeframes.</p> <p>Ensure that assigned projects are completed to agreed deadline which will enable CAFT to deliver its work plan.</p>
<p>Research developments in relevant area. Collate, process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p>	<p>Relevant information / data are managed efficiently and accurately.</p> <p>To provide accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>To ensure statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with, and to perform such duties on behalf of the Service as requested by the Senior managers within the Service.</p> <p>To maintain relevant knowledge of the legal and regulatory requirements relevant to the prevention, detection, investigation and prosecution of fraud, ensuring that these are appropriately applied in all investigations undertaken.</p>



	<p>To undertake investigation interviews in line with the relevant legislation and guidance. This will include carrying out interviews under caution where required, for which understanding of the Police &amp; Criminal Evidence Act is required</p> <p>Knowledge of the Proceeds of Crime Act and other legislation regarding the recovery of fraud losses to identify cases that would be suitable for the use of such powers and to maximise the recovery of fraud losses. Knowledge is up-to-date and covers the whole range of local government activities including social housing and standards in public life.</p> <p>To maintain an up-to-date knowledge of the Council's (and partner organisations) financial regulations, contract procedures rules, code of conduct, and the policies, legislation, procedures and regulations relating to services provided by the Internal Audit and Anti-Fraud Service.</p>
Other duties	The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be required to carry out other duties as required by the service.

**Nature of Contacts**

Consult with stakeholders to identify requirements. Communicate with others in the same field to keep up to date with developments and best practice. Communicate changes in legislation, policy and working practice to contacts.

Wide range of external contacts, including other local services and external partners. Liaising with external contractors / suppliers. Colleagues, senior managers, HR, customers and/or members of the public: to represent the service, give specialist advice and provide support. Deal with people at all levels confidently, sensitively and diplomatically.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances.

Represent the Internal Audit and Anti-Fraud Service within departmental working groups, internal and external Meetings.

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Build and maintain effective working relationships at all levels. Deal with people at all levels confidently, sensitively and diplomatically. Liaise with the Chief Executive, Directors, Assistant Directors, senior managers and legal professionals.



Represent the Internal Audit and Anti-Fraud Division within departmental working groups, internal and external Meetings.

**Procedural Context**

Reports directly to the Senior Investigations Officer

The post holder has a professional responsibility to the Section 151 Officer (Strategic Director, Resources) and in carrying out their duties, enables them to fulfil the statutory requirements for internal audit and anti-fraud.

The Council is committed to continuously improving the quality of services, in line with its core objectives. Internal Audit and Anti-Fraud staff are responsible for assisting and ensuring that such initiatives are implemented successfully.

This role supports the organisation to deliver a professional and flexible anti-fraud service through the provision of fraud awareness training, support and guidance, and the development of effective policies and proactive projects, to prevent, detect and investigate potential fraud and irregularities perpetrated against the Council.

The post holder will be required to manage complex issues and work within a procedural framework and regulatory guidelines. Scope for discretion and use of initiative in deciding course of action. To work independently and as part of a team to resolve complex issues and proactively anticipate problems and provide support to clients and colleagues through applying knowledge of systems, procedures and best practice.

In fulfilling this role, the post-holder will be working as part of Internal Audit and Anti-Fraud Service and will be required to work flexibly for the Council, its partners and other public sector organisations where the Internal Audit and Anti-Fraud Service has a contract or service level agreement to provide services.

Occasionally the post will be expected to work from other locations, including at different Council sites and those of other councils, including under shared services and partner organisations as required in order to complete the accountabilities set out above.

The post holder will be expected to work the hours required depending on the needs of the service.

**Key Facts and Figures**

Appropriate DBS Clearance is essential.

There may be the requirement to assist the police at short notice following the arrest of a suspect; the post holder will work regularly with police and other external law-enforcement units as appropriate in pursuit of fraudsters.

The post holder maybe required to undertake such special assignments as may be necessary for the exigencies of the service.



To undertake any other duties consistent with the level and nature of the post, and in accordance with the Council's internal policies and procedures.

The post holder will be required to conduct out of hours visits. A full UK driving license is desirable but not essential.

### Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: No direct reports, however, will provide support, training and assistance to colleagues and junior officers.

### Knowledge, Skills and Experience

#### PO3

- Proven experience of working in an anti-fraud environment and the investigation of fraud, corruption and irregularities facing local government.
- Fulfil the role of OIC, IO and DO as required.
- A working knowledge and understanding of organisational internal controls, risk management and corporate governance.
- Detailed knowledge and experience of presenting evidence and cases in a court of law, tribunal, and internal disciplinary hearings.
- Experience of writing accurate and concise investigations reports that are clear, concise, focussed and tailored for the intended audience.
- Proven ability to communicate well, both orally and in writing, with people at all levels of the organisation.
- Competent at English and mathematics; strong numeracy skills, including the ability to analyse and interpret data.
- Understanding and appreciation of the importance of confidentiality.
- Experience of managing conflicting work priorities and achieving challenging targets.
- Ability to understand corporate objectives including the Council's vision and strategy.
- Experience of using case management systems; information technology techniques for the interrogation of computerised records; and MS Office products including Project Manager, Visio, Word, Excel and Publisher.
- Up to date knowledge of legislation and regulations relating to the range of bribery, fraud, corruption and misdemeanors in the public sector.
- Experience of conducting complex local government corporate investigations of all types of fraud.
- Considerable proven experience of working in an anti-fraud environment and the investigation, prosecution and redress of all types of fraud, corruption and irregularities facing local government;
- A proven ability to identify system weaknesses and recommend solutions to reduce the scope for fraud and abuse;
- Knowledge of financial systems and procedures from a risk and control perspective;
- Experience of working with external partners, the police and other enforcement agencies, legal advisors and HM Courts and Tribunals Service;
- Experience of embedding an anti-fraud culture within a public sector organisation, including delivering training and awareness workshops;
- Experience of conducting complex local government corporate investigations of all types of fraud.



**PO4**

- Proven experience in planning, organising, delivering and reporting on proactive anti-fraud projects, including data-matching exercises.
- Experience of supporting staff.
- Up to date knowledge of legislation and regulations relating to the range of bribery, fraud, corruption and misdemeanours that can be experienced by a public sector organisation.
- Detailed knowledge of the Council’s governance and internal control frameworks.
- Experience of producing high quality investigation reports for senior management and/or external partners.
- Experience of developing, producing and maintaining technical anti-fraud guidance, policies, procedures and manuals within a public sector organisation.
- Proven ability to communicate well, both orally and in writing, with people at all levels of the organisation.
- Proven ability to work without detailed supervision, be self-motivated, and effectively manage own workload to meet strict deadlines.
- Good working knowledge of the Data Protection Act 1998 and a proven ability to maintain discretion and confidentiality.

**Indicative Qualifications**

**PO3**

Hold a relevant counter fraud qualification (i.e. the Accredited Counter Fraud Technician, the Accredited Counter Fraud Specialist; or the CIPFA Certificate of Investigative Practice).

Educated to at least NVQ level 4 standard or equivalent level 4 qualification (e.g. HNC, CertHE). Hold (or attain within 24 months) the IIA Certificate in Internal Audit and Business Risk

**PO4**

Hold a relevant counter fraud qualification (i.e. the Accredited Counter Fraud Specialist; Accredited Counter Fraud Manager; the Advanced Professional Certificate in Investigative Practice; or the CIPFA Certificate of Investigative Practice).

Obtain Counter Fraud Investigator practitioner level as part of the Government Counter Fraud Professional Standards.

Educated to at least NVQ level 5 standard or equivalent (e.g. HND, DipHE, foundation degree). Hold (or attain within 24 months) the IIA Certificate or Diploma in Internal Audit and Business Risk

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

