Role Title	Anti-Fraud Apprentice (New)
Job Family	**Resources**
Location	**Fellowship Square**
Competency Level	**All Colleagues**
Scale	**Apprenticeship Level 4 (fixed term 28 months)**

Purpose

To provide and develop, enhance and put into practice, specialist knowledge to the service area. This will be through a 28-month Anti-Fraud Apprenticeship, which includes tutor-led learning and on the job training, leading to a professional qualification.

Introduction to Department and function

The purpose of the corporate anti-fraud team (CAFT) is to support the Council with its commitment to the prevention, deterrence, detection and investigation of all types of crime, especially fraud and corruption committed against the Council and the systems it administers. CAFT works closely with the Internal Audit Team who provide an independent, objective assurance and consulting activity to add value and improve the Council's operations.

This apprenticeship provides the opportunity to gain wide-ranging experience in covering a range of reviews and investigations. This will include developing a professional knowledge of relevant legislation, using communication skills to draft concise reports, briefings, letters and emails, and learn how to plan investigations, gather evidence and prepare casefiles. You'll also gain valuable professional skills which include the investigative mindset, researching and problem solving, team working and collaboration with stakeholders and understanding and applying professional scepticism.

The apprenticeship programme will help you grow in your role and gain valuable skills and experiences for your current and future work. You will also contribute towards the Corporate Anti-Fraud Team completing its annual work programme.

Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Resolve non-routine customer/service queries. Customers are satisfied with the response, or aware that issue has been escalated. Assess and prioritises telephone and personal callers and responds appropriately. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided.

Organise and maintain records and documents using the appropriate council process / system.	Received documents, correspondence etc. are recorded, distributed and processed correctly. Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity. Records /information are well organised and accessible. Records are kept up-to-date. Follow-up with internal/external customers to obtain missing/outstanding records.
Create documents, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
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.	Work is carried out in a way that is safe and without risks to health.
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.
Job Specific Accountabilities: Level 4	
Working towards the completion of the Government Counter Fraud Apprenticeship Level qualification.	Complete pre-course material, tutor-led modules, post-course submissions and on the job training for the role of Trainee Fraud Investigation Officer. Relevant professional qualifications obtained and continuous professional development (CPD) is maintained.
To develop and maintain up to date knowledge of relevant internal policies and procedures, legislation and court procedures	Completion of e-learning modules as directed. Review and understanding of relevant internal policies and procedures which include the financial procedure rules, contract procedure rules, code of conduct, prosecution policy, whistleblowing policy, anti-bribery, anti-fraud and corruption policies, anti-fraud and corruption response plan. Assessments of competency completed to a high level of skill and accuracy.

	To ensure ethical standards and working to the standards expected in the 'Nolan Principles'.
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	All responses to enquiries on reactive and proactive fraud investigations, including those resulting from the National Fraud Initiative are completed within agreed timescales, under the direction of a Senior Investigation Officer or Manager.
Contribute to service delivery / promote the service area	Produce statistical information based on work completed by the service. Investigation of cases of suspected fraud against the Council, under the direct supervision of the Senior Investigation Officer or Manager within set performance targets.
Obtain and maintain up to date knowledge of the legal and regulatory requirements relevant to the gathering, sharing and disclosure of information and intelligence for the prevention, detection, investigation and prosecution of fraud and/or irregularity.	To attend a course of study with a designated learning provider, participate in lectures, workshops and undertaking required assignments, projects and tests/exams to the publish deadlines. To meet the course commitment, as directed by the learning provider, to present evidence portfolios, units of assessment and assignments.
Job Specific Accountabilities:	**Level 4**
Working towards the completion of the Government Counter Fraud Apprenticeship Level qualification.	Complete pre-course material, tutor-led modules, post-course submissions and on the job training for the role of Trainee Fraud Investigation Officer. Relevant professional qualifications obtained and continuous professional development (CPD) are maintained.
Contribute to service delivery / promote the service area	Conduct supervised investigation of cases. Assist with the delivery of proactive anti-fraud projects. Assist with the delivery of training sessions. Assist with the interviews of suspects and witnesses. To attend County, Magistrates and Crown Courts, as required.

Nature of Contacts
Involves supporting and guiding residents, stake holder and third parties to ensure a successful service. May involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.
Reports to a Senior Investigations Officer

Procedural Context

The Government Counter Fraud apprenticeship programme will help the individual grow into the role and gain valuable skills and experiences for your current and future work.

This role supports the organisation to deliver a professional and flexible anti-fraud service through the supervised 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 work within a procedural framework and regulatory guidelines; to work supervised as part of a team and help to provide support to clients and colleagues through applying knowledge of systems, procedures and best practice.

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but need to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs.

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

The post holder will be expected to work from other locations and which will include conducting out of hours visits to support other officers on the team.

Key Facts and Figures

Appropriate DBS Clearance.

The post holder will attend a course of study to attain a professional level of accredited qualification from a designated learning provider.

The post holder will be required to work hours as determined by service delivery requirements.

May be required to assist (under appropriate supervision) the police at short notice following the arrest of suspect persons; will work 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 in the exigencies of the service.

To undertake any other duties consistent with the level and nature of the post.

Resourcing
Budget Responsibilities**:** Nil Supervisory Responsibilities: Nil
Main Purpose
Our ambition is to build a pool of talented individuals who are keen to develop a career in Public Sector Fraud Investigations, Applicants are encouraged to apply from all backgrounds (school leavers/ apprentices/ graduates/ experienced hires). In addition to working towards a formal Government Counter Fraud Apprenticeship qualification, the Pathway will differentiate itself from other training schemes as participants will develop specifically as a Counter Fraud professional. You will spend 20% of your working hours gaining skills and knowledge to work towards the Government Counter Fraud Apprenticeship. This will typically include attending on-line learning, workshops, webinars, coaching or shadowing. The duration of the position is a 28-month fixed term contract.
Indicative Qualifications
Apprentices will need to have 4-9 GCSE in English and Math's. Or Level 2 functional skills in English and Math's. (Minimum) A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.
Apprenticeship Training to be Provided
This is a level 4 apprenticeship and will be required to complete the Anti-Fraud Investigator Apprenticeship training over 28 months and is graded through an end-point assessment which typically consists of a professional discussion underpinned by a portfolio of work and an investigation report, presentation and questioning based on an ongoing fraud investigation. This will lead to professional recognition aligning with the Government Counter Fraud Investigation Profession / Practitioner Successful candidates will also have full access to the Council's internal professional development training. Additional training will be provided on Council systems that are required to fulfil duties.
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.