

Job Description and Person Specification

Investigator (Proactive)

A Lambeth to be proud of



Job Title: Investigator (Proactive)

Department: Internal Audit and Counter Fraud

Division: Resources

Business Unit: Counter Fraud Shared Service (CFSS)

Grade: PO3

Reports to: Team Manager (Prevention and Proactive)

Responsible for: N/A

Context

To investigate tenancy related fraud, local taxation fraud (including council tax support, discounts, exemptions, and business rate reliefs), and any other fraudulent activity related to Lambeth and other authorities within the Counter Fraud Shared Service as well as any partner organisations. Initiate, assist with the development of, and deliver pro-active measures to prevent and detect loss to the Council. Instigate criminal/civil legal action when appropriate to do so and ensure effective security of evidence and sensitive materials.

Job Purpose

The role will investigate concerns relating to fraud and corruption, primarily related to tenancy fraud and originating from proactive exercises. Support management to devise and plan proactive exercises. Review complex and often sensitive information and evaluate the suitability of referrals for fraud investigation that will result in prosecution and recovery in respect of the council's property and/or services. Ensure that data matches are correctly sifted and undertake effective action to maximise the detection and investigation of cases of potential fraud. In addition to performing other duties, such as reviewing and assessing fraud referrals, and dealing with confidential and sensitive information requests with discretion from a range of public bodies and other organisations, with a minimum of supervision and ensuring compliance with the law.

CFSS operates in a highly target driven environment and deadlines and targets will be met by prioritising and managing the workload effectively. Visits relating to cases of potential fraud and corruption will be carried out on a regular basis, to work outside normal core hours, possibly at short notice which may involve weekends, early mornings, evenings and extended periods of duty as required.

Duties will include reviewing allegations of fraudulent activity to determine required actions. The role involves conducting investigations to a high professional standard in accordance with all relevant legislation whilst taking account of policies and procedures. Investigations will require prioritisation considering numerous factors including service level agreements, expectations of senior management, court procedures and other time scales. All cases will be investigated to criminal prosecution standard. This will involve analysing data and evidence, conducting informal interviews and Planning, preparing and leading interviews under caution in compliance with the Police and Criminal Evidence Act 1984 and forming conclusions.

Duties will include the preparation of complex and detailed reports and witness statements for relevant cases. The identification and facilitation of multi-agency investigations is a requirement of the role that may involve taking the lead in complicated and multi-faceted investigations and prosecutions. Covert surveillance will be undertaken where this is deemed appropriate.

Where control weaknesses that may continue to expose the Council to fraud are identified in the process of an investigation these should be highlighted to management in order that they can be dealt with at the appropriate level.

The role requires an in-depth and up to date knowledge of legislation such as, Data Protection Act, Human Rights Act, Police and Criminal Evidence Act, Regulation of Investigatory Powers Act, Freedom of Information Act, Fraud Act and Prevention of Social Housing Fraud Act. The role requires successful completion of professional training, such as the PiNS Accredited Counter Fraud Specialist or CiPFA Certificate in Investigative Practice or other relevant qualification, in addition to maintaining accreditation with the Government Counter Fraud Profession through continuing professional development.

Duties will involve working closely and developing and maintaining relationships with professionals from other Council services and external organisations, such as DWP, Immigration, the Metropolitan Police, lawyers and barristers, and leading on investigations with registered social landlords. There will be a requirement to provide other professionals with expert advice in matters relating to fraud investigation, and act as a point of contact for enquiries from tenancy officers from the council and registered social landlords. Where court attendance is required, the role will act as an expert witness whilst representing the council in both civil and criminal cases and providing advice where required.

Where fraud has been established duties will involve preparing cases for appropriate sanctions. The role will work closely with Legal Services where civil recovery is appropriate to ensure that evidence and statements are provided in a timely manner and investigations are conducted in accordance with all relevant legislation. The role will identify cases deemed suitable for unlawful profit orders and prosecution under the Prevention of Social Housing Fraud Act. Cases deemed suitable for action under the Proceeds of Crime Act will be highlighted to CFSS Management at the earliest opportunity. Prosecution files will be prepared in accordance with the requirements of Legal Services and the courts. Press releases will be prepared at the conclusion of successful prosecutions for review and approval by the Head of Counter Fraud.

All Council officers are expected to work in a way which meets the Council's Core Values and Behaviours and supports the achievements of the Borough Plan outcomes.

Responsibilities

Always carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and ensure implementation as it affects the duties undertaken.

Carry out all duties in accordance with Health and Safety legislation and Data Protection legislation.

Take responsibility, appropriate to the post, for tackling racism and promoting good race, ethnic and community relations.

To work outside normal core hours, possibly at short notice which may involve weekends and extended periods of duty as required.

PERSON SPECIFICATION: Investigator (Proactive) PO3

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Qualification	Q1	Successful completion of professional training as Accredited Counter Fraud Specialist or other relevant qualification.	✓A
Key Knowledge	K1	Knowledge of Welfare rights legislation or criminal law or Housing law.	✓A
	K2	Investigation experience of preparing cases to prosecution standard with cases resulting in criminal prosecution.	✓A
Relevant Experience	E1	Experience of conducting research and writing detailed reports of a complex, factual and confidential nature.	✓A
	E2	Experience of working under pressure to targets and deadlines.	✓A
	E3	Recent or current experience of working as a fraud investigator in the public sector.	✓A
	E4	Experience of making enquiries to determine facts.	
	E5	Experience of dealing with enquiries by letter, telephone and in person.	
	E6	Experience of working with database systems and proficient with IT packages.	
	E7	Experience of covert surveillance.	

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	