



JOB DESCRIPTION

JOB TITLE: Senior Counter Fraud & Enforcement Officer

DEPARTMENT: Exchequer Services
Transformation and Resources

GRADE: Band 7

ACCOUNTABLE TO: Counter Fraud and Enforcement Manager

DIRECTLY RESPONSIBLE FOR: Counter Fraud & Enforcement Officers, &
Recovery Litigation Officers

Main Purpose of the Job:

To investigate internal and external fraud matters ensuring that fraud against the authority is prevented and detected.

To provide supervision and direction to members of the team, delivering a first class, professional Service, and a high quality front line service to the Council and its partners.

Main Duties:

1. To investigate allegations of suspected fraud against the Authority in relation to a variety of subjects (e.g Council Tax, National Non Domestic Rates, Council Tax Support, Social Care Finance)
2. Report the findings from investigations conducted and make appropriate recommendations
3. To supervise the workload of the team, allocating work to colleagues to optimise service provision.

4. Ensure targets are met and that a performance management framework is in place to monitor key outcomes against targets in relation to the performance of the section
5. To provide mentoring and support to junior members of the team to ensure that the team works to maximum effectiveness
6. To provide support & direction to the litigation officers employed within the team who carry out debt recovery duties on behalf of the authority.
7. To manage all cases effectively and ensure that workload is organised and that cases investigated are maintained to a high standard and progressed to reach an appropriate conclusion in a timely manner.
8. Deal with complex and difficult cases, including reviews and appeals and the preparation of cases and attendance at Appeal Tribunals where appropriate
9. To ensure the financial impact of cases investigated by the team is identified, monitored and recorded in a format that is easily accessible and kept up to date
10. To work on an individual basis and also as part of a wider team
11. To carry out work in partnership with and share information with partner organisations, internal and external, as appropriate – at all times maintaining good working relationships at all levels.
12. Provide influential input to the decision making process, including objective challenge, on strategy and policy development, efficiency, and encouraging a culture of continual improvement.
13. To operate at all times within the framework of :
 - i. Regulation of Investigatory Powers Act
 - ii. Data protection Legislation
 - iii. Police and Criminal Evidence Act 1984
 - iv. Fraud Act 2006
 - v. Criminal Procedures and Investigations Act 1996
 - vi. Trafford Council's Policies and Procedures including Trafford Council's Fraud Investigation Code of Conduct
 - vii. Council Tax Legislation
 - viii. National Non Domestic Rates Legislation
 - ix. Care Act legislation
14. To liaise with the Council's legal representatives and other agencies. Attend Court as appropriate

15. Being personally responsible for taking all necessary steps to ensure that you keep your professional skills and knowledge of best practices, relevant legislation, and Council procedures up to date, such that you can be relied on as a relevant service expert.
16. Actively promote the Council's Anti Fraud Team and its commitment to an anti fraud environment both within the Authority and to external bodies.
17. Will be required to attend meetings, seminars, training courses within or outside the Borough as required
18. To comply with all Council policies, procedures, professional practices and relevant regulation and legislation.
19. To undertake any other duties as required commensurate with the post.

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Confidentiality

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information.

PERSON SPECIFICATION

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Transformation and Resources

GRADE: Band 7

ACCOUNTABLE TO: Counter Fraud & Enforcement Manager

DIRECTLY RESPONSIBLE FOR: Counter Fraud & Enforcement Officers, Recovery Litigation Officers, Counter fraud & Enforcement Assistant

STAGE ONE: Disabled candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
Counter Fraud or IRRV qualification or formal off the job training.	A/C
2. Experience	
At least 2 years' experience in an Anti- Fraud environment , in a similar Revenues or Financial background	A/I
Experience of persuading, influencing and negotiating successfully with a wide range of stakeholders.	A/ I
Experience of handling situations involving conflict.	A/I
At least 12 months experience of direct supervision of junior colleagues in a similar investigations related environment	A/I
3. Knowledge	
Extensive and up to date knowledge of Anti Fraud legislation and procedures in relation to a range of subjects.	A/ I
4. Skills & Abilities	
Ability to lead, motivate and manage staff.	AI

Ability to develop and interpret policy if appropriate.	AI
Excellent written and oral communication skills.	AI
Excellent analytical skills	AI
Ability to plan, prioritise and allocate tasks in order to meet deadlines and changes in priority.	AI
Ability to respond effectively under pressure and manage competing deadlines	AI
Ability to lead a customer focused environment	AI
Ability to establish and maintain good relationships with colleagues at all levels.	AI
Highly motivated to achieve targets and results.	AI
Ability to provide direction and support to the Section.	AI
Display good interviewing and interrogation skills along with the capability to draft reports	A/I
Ability to use a fraud case management system to record actions taken on all investigations and produce reports	A/I

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
P = Presentation, **T** = Test, **AC** = Assessment centre