

## JOB DESCRIPTION

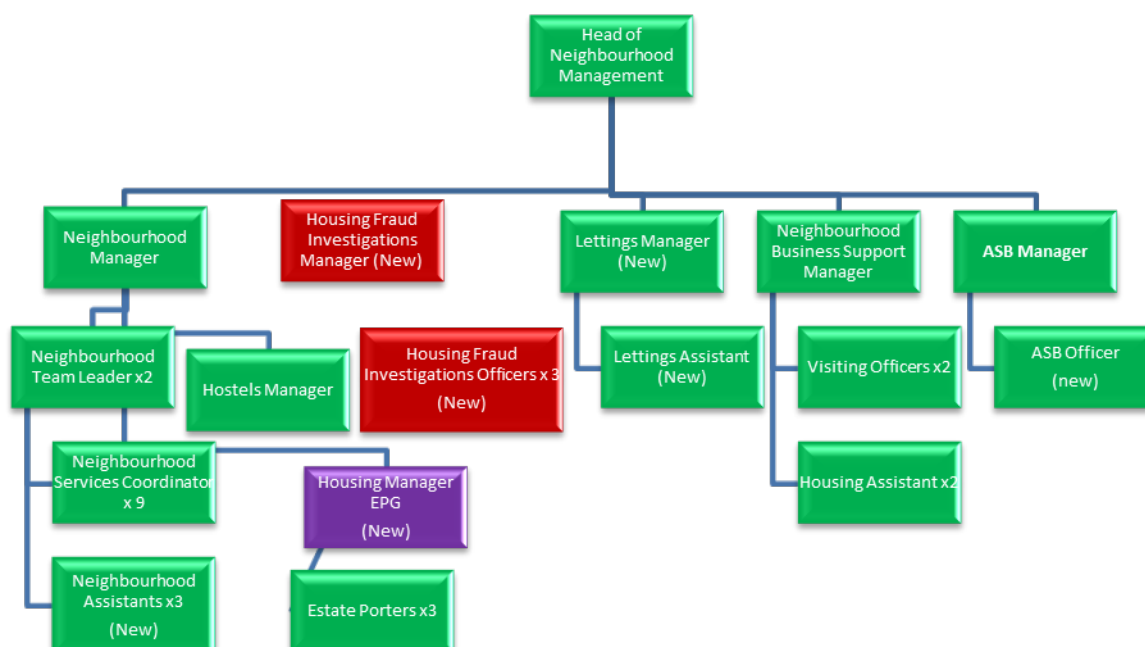
<b>Job Title</b>	Housing Fraud Investigations Officer (2 year Fixed Term)
<b>Position Number(s)</b>	51042704
<b>Department</b>	Housing Management
<b>Section or Service</b>	Neighbourhood Management
<b>Grade</b>	Range C £31,434 to £34,986

## DESIGNATION:

<b>Responsible to:</b>	Housing Fraud Investigations Manager
<b>Employees directly supervised (if applicable):</b>	N/A

### Family Tree

*Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.*



## **1. JOB PURPOSE:**

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1. To work as part of a team to recover RBKC housing stock in both general needs and temporary accommodation
2. To work with colleagues across Housing Needs and Housing Management to identify fraudulent activity and take the appropriate enforcement action.
3. To achieve the targets set for recovery and to act as a deterrent to future fraudulent activity.

## **2. DESCRIPTION OF DUTIES:**

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3. To investigate suspected fraudulent housing tenancy fraud and breaches of tenancy conditions by undertaking investigation of suspected irregularities of applications. This will include preparing cases for prosecution under the relevant legislation.
4. To manage a caseload effectively, assessing the risks of each case and working within timescales set within the Team's operational plan.
5. To gather evidence and intelligence while ensuring compliance with legislation including the Data Protection Act, the Human Rights Act and best practice.
6. To undertake visits to home addresses, places of employment and other sites pertinent to an investigation, both inside and outside the borough, outside normal working hours if required.
7. To undertake surveillance of persons suspected of fraud as part of the evidence gathering process, adhering always to the Regulation of Investigatory Powers Act 2000 and the 1998 Human Rights Act. Information to be recorded in the correct format to comply with criminal and civil legislation.
8. Obtain and write statements from witnesses including those under Section 9 of the 1967 Criminal Justice Act.
9. To work closely with key stakeholders across Housing Management, Housing Needs and external partners
10. To attend Court in both criminal and civil cases as representative of the Housing Service and to give evidence. To assist Legal Services to arrange for witnesses to attend Court where appropriate.
11. To establish and maintain effective working relationships with the Police, Home Office, Public Utilities, Social Agencies and other bodies (including legal representatives) in all cases, liaising with them and exchanging information while having regard to the Data Protection Act.

12. To undertake joint investigations with the Housing Benefit Team and any other relevant public bodies as and when required.
13. To signpost housing advice to any unauthorised occupants of Council owned and leased accommodation as required in the course of investigations.
14. To interview tenants and others where fraud and/or breaches of tenancy conditions are suspected adhering to the Codes of Practice contained within the 1984 Police and Criminal Evidence or other current legislation, either on tape, video tape or by contemporaneous notes.
15. To prepare cases for legal action, including prosecution under Theft Act legislation, the Housing Act 1985 and the Prevention of Social Housing Fraud Act 2013. Cases must be prepared for Legal Services in accordance with the 1996 Criminal Procedures and Investigations Act (CPIA).
16. To take the lead role in conducting the complete investigation process in civil/criminal cases from referral to closure, including responsibility for legal action. This includes the preparing and serving of notices, including those on the Public Trustee, inputting and updating records instructing the Legal Department, and dealing with related enquiries from all parties.
17. To provide training and advice for RBKC as well as for outside organisations (including the police force) on the work of the Housing Fraud Investigations Team.
18. To carry out duties and responsibilities in accordance with the council's commitment to customer service excellence and ensure compliance with the customer care standards.
19. To ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
20. To carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
21. To perform any other reasonable minor and non-recurring duties appropriate to the post.

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**I agree to the above job description**

**Post Holder**.....  
**Date**.....

**Head of Service**.....  
**Date**.....

**22. DIMENSIONS:**

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**(WHERE APPROPRIATE)**

**Quote figures which give a picture of the job as follows:  
(a) targets to be set once appointed**

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**I agree to the above job description**

**Post Holder.....  
Date.....**

**Director / Chief Officer.....  
Date.....**

## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Housing Investigations Officer
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### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<p><b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
<b>B</b>	<p><b>Qualifications</b></p> <p><b>Essential:</b> Possesses a relevant professional qualification</p> <p>Extensive experience in housing including housing management and/ or working within homelessness or housing options.</p> <p><b>Desirable:</b> 2 years' experience of Tenancy Fraud related work</p>
<b>C</b>	<p><b>Skills; Experience and Attitude</b></p> <p>A thorough understanding of the law on subletting and illegal occupation of Council Properties.</p> <p>Extensive experience of housing including proven substantial work experience of either homeless, housing advice or housing management.</p> <p>Ability to work unsupervised with tact and discretion.</p>

	<p>Ability to interview people in stressful situations.</p> <p>Ability to correspond with public and outside agencies and to prepare statements and reports of a complex nature</p> <p>Ability to carry out investigation into a case in a detailed and logical manner.</p> <p>Ability to organise effectively a varied caseload</p> <p>Ability to represent the RBKC in Court proceedings and to give evidence on the Council's behalf.</p> <p>Ability to maintain and monitor accurate case records and produce related statistics</p> <p>Ability to communicate effectively with clients, colleagues, and representatives of external agencies</p> <p>Good IT computer skills and proficient in Microsoft packages such as Word, Excel Outlook, <b>CRM</b> and other databases along with excellent attention to detail</p> <p>An enhanced DBS (Disclosure and Barring Service) with satisfactory clearance, will be required before being confirmed in post.</p>
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Our Values & Behaviours	
<b>D</b>	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>We put local people at the heart of decision making in everything we do.</li> <li>We seek to include and involve: all voices matter.</li> <li>We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>I actively involve and include the communities that I serve in my work.</li> <li>I shall reflect the views of the communities in my daily work.</li> <li>I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>I have been included</li> <li>I can see how my views have been taken into account</li> <li>I can see improvements and developments based on my input</li> </ul>
<b>E</b>	<div style="background-color: #00c853; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>We listen to everyone and value the personal experiences of people in our communities and of</li> </ul>

	<p>each other.</p> <ul style="list-style-type: none"> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
<p><b>F</b></p>	<div data-bbox="256 669 831 750" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border: 1px solid #00AEEF; border-radius: 10px; margin-bottom: 10px;"> <p><b>INTEGRITY</b></p> </div> <ul style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>
<p><b>G</b></p>	<div data-bbox="256 1211 783 1285" style="background-color: #00B050; color: white; text-align: center; padding: 5px; border: 1px solid #00B050; border-radius: 10px; margin-bottom: 10px;"> <p><b>WORKING TOGETHER</b></p> </div> <ul style="list-style-type: none"> <li>• We work together and in partnership with everyone that has an impact on the lives of our residents.</li> <li>• We want to understand, learn from each other and continually adapt.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul>