|  |  |
| --- | --- |
| **Job Title** | **Investigation Officer** |
| **Job Family** | **Finance & Governance** |
| **Location** | **Waltham Forest Town Hall** |
| **Competency Level** | **All Colleagues/Principal Officer** |
| **Pay Scale** | **Career Grade SO2 to PO1** |
| **Purpose** | |
| To support the Corporate Anti-fraud Team Manager to imbed an anti-fraud culture throughout the Council, and undertake investigations into cases of suspected fraud, corruption and irregularity perpetrated against the Council. | |
| **Generic Accountability** | **End Result / Outcomes** |
| Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service. | The service is delivered to the quality, organisational and professional standards required  Customer / stakeholder expectations are managed in relation to what can be delivered.  The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints. |
| Maintain all required records and information. Analyse and interpret complex information, for input into reports. | Procedures are adhered to and all information is correctly recorded and processed.  Accurate, complete and relevant information / records / reports are provided for internal and/or external use. |
| Develop specialist documents / materials / activities to support / promote the service area. | All materials / activities are delivered to the required standards and timescales.  Communications are clear, well planned and effectively targeted. |
| Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area. | Expert advice, information and support are provided on the full range of issues within the field of expertise.  Queries / complaints are effectively managed.  Appropriate action is taken to resolve the issue.  Customers are satisfied. |
| Maintain information systems which support the specialist area. Contribute to the development of these systems. | Changes to systems, are identified and recommended.  Systems meet operational requirements. |
| Work closely with others to clarify changing customer / organisational requirements. | Customer requirements are identified and documented.  Improvement opportunities are identified and recommended. |
| Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. | Specialist work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Best practice is shared. |
| 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. |
| Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post. | Safeguarding standards are monitored and maintained in compliance with Council policy |
| 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 SO2** | |
| **General Accountabilities** | **End Results/Outcomes** |
| Carry out investigations into a range of potential fraud and irregularities | Allegations of fraud and irregularities are investigated for cases accepted after risk assessment and allocated, in line with relevant legislation.  Investigation files compiled in accordance within 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.  To fulfill IO and DO role.  Investigation case files maintained to a high-quality standard ensuring that all documentation and evidence such as Interview Under Caution tapes are kept securely so that security is not compromised.  To ensure ethical standards and working to the standards expected in the ‘Nolan Principles’.  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 the Nolan Principals. |
| Manage cases to be presented at Court | Cases successfully presented to the Corporate Anti-Fraud Team Manager, including concise summaries and reports that list findings from the investigation.  Select and recommend further action in line with the council’s prosecution/sanction policies  Recommended prosecution and civil cases are presented to the appropriate legal team within the prescribed timeframes.  Represent the council in person at the County, Magistrates and Crown court and other forum, including Tribunals and disciplinaries, as required.  Inform the relevant authorities and stakeholders of case outcomes.  Ensure that all relevant documentation is present at case closure. |
| Quality service is provided that conforms to relevant standards | Case files are produced to a high and consistent standard and comply with relevant legislation and regulations for type of investigation being undertaken.  Case files contain appropriate and relevant evidence to support the case;  Case files are fit for presentation at disciplinary, tribunal, appeals or court hearings. |
| 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. | Knowledge is up-to-date and covers the whole range of local government activities including social housing and standards in public life.  Advice provided is based on current guidelines.  Relevant training is identified and attended. |
| **Job Specific Accountabilities PO1** | |
| **General 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. |
| Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.  Manage escalated or complex customer issues within the relevant area. | Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements. |
| Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported. |
| Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility. | Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Customers receive prompt, accurate policy / procedural updates.  Service standards are improved. |
| Work closely with others to support/Manage the development and delivery of improvements in processes and procedures. | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.  Agreed improvements are developed, delivered and evaluated.  Issues and recommendations are brought to the attention of senior managers.  Benchmark against best practice authorities and center of excellence. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.  Evidence based recommendations are made. |
| Manage a portfolio of Projects and Reviews.  Lead on specific projects as required. | Projects are delivered to agreed specification, timescales and budgets.  Change initiatives are successfully integrated and implemented across all impacted service areas.  Value for money is achieved.  Ongoing savings secured. |
| Co-operate with and support colleagues. | Colleagues are supported.  Required information is provided. |
| 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. | Work is carried out in a way that is safe and without risks to health. |
| **Job Specific Accountabilities PO1 as well as SO2** | |
| **General Accountabilities** | **End Results/Outcomes** |
| Carry out investigations into a range of potential fraud and irregularities | Investigation files compiled in accordance within 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 minimal direction from senior managers.  To fulfill OIC, IO and DO roles. |
| Provide technical advice and support to Council officers and partner organisations. | Accurate and timely advice and guidance relating to fraud and/or irregularities provided to service users.  Accurate reports as required are produced which will include relevant recommendations, ensuring good governance, effective counter fraud controls and compliance with appropriate legislation.  Guidance, support and on the job training provided to junior members of staff. |
| Support senior managers with the development of the Internal Audit and Anti-Fraud Divisional service plan. | Anti-fraud strategy and counter fraud activity plan produced, and activity delivered.  Service plan and targets for area of responsibility are developed, agreed and communicated within required timeframes.  Progress against objectives is effectively monitored, delivered and reported.  Statistical and technical content is accurate and presented in an appropriate manner. |
| Support senior managers to develop, co-ordinate and deliver a programme of awareness training and briefings | An anti-fraud culture is embedded within the organisational culture.  Training and awareness events / activities are planned, developed and delivered as required.  Clients have an understanding of the potential frauds that can affect the organisation and their responsibilities for managing and controlling fraud risks |
| Lead, plan, supervise and undertake pro-active anti-fraud exercises, projects and joint initiatives, as directed by the Corporate Anti-Fraud Team Manager. | Regular planned proactive exercises take place.  Data required is submitted on time in the format required and the output analysed in a timely manner.  Potential frauds investigated within agreed timescales and budget. |
| **Nature of Contacts** | |
| SO2  Key contacts are internal and external customers/stakeholders  Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.  Deal with people at all levels confidently, sensitively and diplomatically.  Reports to the Corporate Anti-fraud Team Manager.  PO1, including SO2  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, customers and/or members of the public: to represent the service, give specialist advice and provide support.  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.  Develop sensitivity, persuasiveness, and negotiation | |
| **Procedural Context** | |
| The post holder has a professional responsibility to the Section 151 Officer (Strategic Director, Finance and Governance) 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 work within a procedural framework and regulatory guidelines; 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 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 Council are working with the London Borough of Enfield under a shared services arrangement for Internal Audit and Anti-Fraud delivery. The post holder may be required to work at Enfield Council premises, undertake work on behalf of Enfield Council or assist with management of Enfield work and officers as required. | |
| **Key Facts and Figures** | |
| Appropriate DBS Clearance.  The post holder will be required to work hours as determined by service delivery requirements, including occasional attendance at evening meetings if required.  The post holder will be required to conduct out of hours visits and so a full driving licence would be desirable but not essential.  May be required to assist the police at short notice following the arrest of suspect persons; 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 in the exigencies of the service.  To undertake any other duties consistent with the level and nature of the post.  Carry out all duties in accordance with the Council’s internal policies and procedures.  Required to work at various locations within and outside of the borough boundary including premises and locations within Enfield Council boundary. | |
| **Resourcing** | |
| Resourcing SO2  Budget Responsibilities: Nil  Supervisory Responsibilities: Nil  Resourcing PO1  Budget Responsibilities: Nil  Supervisory Responsibilities: Provide support and assistance to junior officers. | |
| **Knowledge, Skills and Experience** | |
| **Knowledge, Skills and Experience**  **SO2**   * Proven experience of working in an anti-fraud environment and the investigation of fraud, corruption and irregularities facing local government; * Fulfil the role of IO and DO as directed; * A working knowledge and understanding of organisational internal controls, risk management and corporate governance. * Knowledge 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 misdemeanours in the public sector;   **PO1, including SO2**   * 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; * Fulfil the roles of OIC, IO and DO; * 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 presenting evidence and cases in a court of law, tribunal, and internal disciplinary hearings; * 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; | |
| **Indicative Qualifications** | |
| **SO2**  Hold a relevant counter fraud qualification (i.e. the Accredited Counter Fraud Technician, the Accredited Counter Fraud Specialist; the Advanced Professional Certificate in Investigative Practice; or the CIPFA Certificate of Investigative Practice).  Educated to at least NVQ level 4 standard or equivalent  Hold (or attain within 24 months) the IIA Certificate or Diploma in Internal Audit and Business Risk  **PO1**  Hold a relevant counter fraud qualification (i.e. the Accredited Counter Fraud Specialist; the Advanced Professional Certificate in Investigative Practice; or the CIPFA Certificate of Investigative Practice).  Educated to at least NVQ level 4 standard or equivalent  Hold (or attain within 24 months) the IIA Certificate or Diploma in Internal Audit and Business Risk  Hold a relevant business, finance, law or management qualification (degree or HNC/D) (Desirable) | |
| 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 | |