

Job description Fraud Officer

Job purpose

To investigate suspected irregularities, evaluating risk of fraud and investigate and provide sanctions where appropriate.

To provide and input information onto the relevant systems accurately and within given time limits to allow the completion of government returns and management information to councillors and management team.

Key responsibilities and activities

- To investigate all reported allegations of irregularity including Social Housing Fraud and conduct any investigation within policy, processes, and targets.
- To review and investigate Council Tax – Single Person Discount awards through desktop intelligence to maximise council tax revenue collection.
- To visit, correspond and interview members of the public and other outside organisations, obtain witness statements, conduct interviews under PACE and issue sanctions as required working within the relevant legislation.
- To carry out observations where authorised, complying with the Regulation of Investigatory Powers Act 2000.
- To write progress reports and provide evidence where cases have been investigated with recommendations to enable decisions to be made.
- To collect, analyse and interpret information and computer records in the process of investigations.
- To prepare court cases and follow investigations to a conclusion including attending and presenting evidence at court and witness care.
- To deal with enquiries concerning Welfare Benefits, Council Tax Support or irregular Council Tax and Business Rate reliefs and exemptions for all types of cases, by telephone, interview, and letter.
- To preserve evidence during the course of investigations and keep computer records of investigations in accordance with the Criminal Procedure Rules 2020.
- To maintain good liaison with the Department for Work and Pensions, Registered Social Landlords and agents, local Police and outside agencies, other Government bodies and internal Local Authority departments.
- Deal with the public professionally, with discretion and sensitivity.

- Accurately record cases on relevant systems, to enable officers to decide on cases and allow for the production of required management information and statistics.
- Write reports on fraud related subjects including Housing Fraud as instructed.
- Perform to the standards and behaviours of ARP's operational values and encourage others to do so.
- Carrying out such other duties commensurate to the grade for the post.

Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors, and members of the public.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Note: This is a description of the job as it is constituted at October 2024 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and employing Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars, it will be deemed that this Job Description has been accepted by the post holder.