

Person specification

Fraud Officer

Criteria	Attributes	Method of assessment
Qualification and experience	<p>Essential</p> <p>Must have recent experience of working in a busy office environment or have relevant qualifications in this field</p> <p>Excellent customer service skills</p> <p>Minimum of 5 GCSE passes at grade C or above to include English and Mathematics or relevant experience</p> <p>Demonstrate good numerical and writing skills</p> <p>Experience of working in a team</p> <p>Where not held, willing to undergo accredited training to expand on existing knowledge</p> <p>Desirable</p> <p>Fraud investigation experience</p> <p>Previous Local Government experience</p> <p>Considerable experience within a similar environment</p> <p>Two A-Level's or equivalent</p> <p>Accredited Counter Fraud Specialist (ACFS) or PINS (Professionalism in Security)</p> <p>IRRV Technician</p>	Interview, application and documentary evidence

Knowledge	<p>Essential Knowledge of Capita (Academy), Civica and other computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use IT effectively and efficiently.</p> <p>Desirable Knowledge of the Police and Criminal Evidence Act</p> <p>Experience of using the INTEC IDIS (data matching and credit report system)</p> <p>Knowledge of criminal investigations</p> <p>An understanding of Housing/Council Tax/Revenues legislation</p>	<p>Application and interview</p>
Skills	<p>Essential Ability to gather and analyse facts and information</p> <p>Ability to interpret relevant legislation/regulations</p> <p>Ability to prioritise workload</p> <p>Be able to work to tight deadlines and work effectively under pressure</p> <p>Able to work on own initiative as well as part of a team</p> <p>Desirable Ability to undertake Interviews Under Caution</p> <p>Knowledge of Council Tax Support and general welfare benefits</p> <p>Ability to prepare clear and concise reports to a standard required for use in criminal proceedings.</p>	<p>Application and interview</p>

	Knowledge of the criminal court system and delivery of evidence.	
Delivering excellent customer service	<p>Essential Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic, and professional manner. Be able to remain calm during stressful/violent circumstances.</p> <p>Desirable Customer care training</p>	Interview
Health, safety and welfare	<p>Essential Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	Interview
Striving for Continuous Improvement	<p>Essential Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	Application and interview
Diversity and Equality	<p>Essential Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	Application and interview
Communicating effectively	<p>Essential Good level of interpersonal and communication skills</p> <p>Ability to communicate both orally and written</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	Interview

Attitude	Essential Must be able to self-motivate and embrace change. Be an effective team player and can work flexibly within a team Have a positive desire to achieve results Can work effectively under pressure and use own initiative Willing to learn and improve Can engage effectively with stakeholders at varying levels	Interview
Other special requirements	Full driving license and access to a vehicle. Will need to do site visits and travel to various locations	Interview