



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Counter Fraud Lead Investigator
GRADE:	POB
POST NO:	30022
JOB TIER:	5 (non-management)
DBS CHECK:	None
GROUP:	Finance
SERVICE:	Counter Fraud Team

REPORTING STRUCTURE

Reports to:	Counter Fraud Manager
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

Part of the team delivering the Council's Counter Fraud Strategic Plan and Annual Work Plan, putting our residents first by providing a professional, risk-based counter fraud service to the London Borough of Hillingdon and its key stakeholders, ensuring the maintenance of an effective counter fraud culture, preventing the loss of public funds to fraud and corruption through robust investigation and effective counter fraud controls.

The post holder will be part of the Counter Fraud Management Team, contributing directly to the development of the Counter Fraud Strategic Plan, delivery of the operational work plan, and efficient use of Counter Fraud resources, whilst accountable to the Counter Fraud Manager for the delivery of all counter fraud work, including the coaching and development of more junior counter fraud staff.

Responsible for the planning and delivery of highly complex, risk-based investigations and proactive counter fraud projects, across all Council service areas. Focus on high quality outcomes and professionalism, through evaluating the adequacy of the Council's financial, reputational, property and other interests. Secure financial stewardship, integrity and probity of systems within the Council, its services and its resources in the short and long term.

The role ensures the effective delivery of advice on the development of counter fraud services, engaging with senior officers of the Council and its partners, whilst working collaboratively with Heads of Services, partner organisations, third sector organisations and risk management colleagues.

They will utilise up-to-date counter fraud processes and techniques to undertake high level investigations working with senior managers of the Council, its partners and with outside bodies so as to secure the financial integrity of the Council and its arrangements for internal control, risk management and corporate governance, advising management on implementation as required.

A. Job Description

1. Resident & Community Contribution

- To demonstrate an understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- Provide a professional and risk-based counter fraud service to the Council, which is a key element in meeting the statutory requirements for financial good governance and preventing the wrongful loss of public money, and essential in helping the Council meet its strategic objectives and in the delivery of its vision.

2. People Management

- No direct supervisory responsibility; however there will be the requirement to assist in the induction and training of peers and new employees.
- Lead by example in mentoring, coaching and supporting other members of the Counter Fraud Team; focusing their contribution on high priority, high quality and high-value delivery. Ensure knowledge sharing and appropriate training in own specialist professional area.

3. Operational Service Delivery

- Plan and undertake complex investigations allocated by the Counter Fraud Manager in accordance with statutory and regulatory requirements, utilising a creative professional, risk-based approach to ensure the work is completed within set timeframes.
- Research and prepare investigations Terms of Reference for agreement with the Counter Fraud Manager and client, ensuring high risk elements are highlighted for specific consideration, particularly where allegations of fraud, corruption or impropriety have been identified.
- Peer review of colleagues' investigation files for compliance with statutory and regulatory requirements and Counter Fraud procedures, and for evaluation of evidential values, prior to submission to clients or for consideration of court proceedings.

- Conduct relevant interviews under caution, witness interviews, etc, at offices, Police stations and other locations acting as first or second officer.
- Ensure the provisions of the Police and Criminal Evidence Act are complied with.
- Give evidence in person at Court proceedings, hearings and tribunals.
- Plan and lead on the delivery of proactive counter fraud projects in accordance with Counter Fraud procedures and a risk-based approach in order to deliver the Counter Fraud annual work plan and strategy.
- Proactively seek out and progress opportunities to utilise data analytics and computer assisted analysis tools in the delivery of counter fraud work, including reactive investigations and proactive projects.
- Complete all projects in a timely manner, ensuring that standards of evidence and investigation are complied with and professional quality standards are met.
- Advise the Counter Fraud Manager of any significant or material findings which ought to be reported to higher authority including the Police and implemented immediately in order to protect the interests of the Council and its partners.
- Produce high quality and prompt reports as required, proposing realistic and appropriate recommendations, enabling the management of the service to efficiently and effectively control and manage their risks and functions, with an emphasis on good governance, effective counter fraud features and compliance with appropriate legislation.
- Provide expert opinion and specialist advice on fraud risk management, legislation, contracts and proposed developments, in order to maintain and enhance council-wide fraud risk management and control environment.
- Represent the Council at meetings and with submission to external agencies and other organisations including the Police and specialist Counter Fraud working groups including LBFIG, National Fraud Authority, London Audit Group, etc.
- Prepare reports for senior management and key stakeholders including Corporate Management Team and Audit Committee.
- Work as an internal partner to establish credibility with senior management and enable delivery of strategic business goals.
- Attend Audit Committee and other relevant counter fraud forums and participate as directed by the Head of Counter Fraud.

4. Service Planning & Development

- Contribute to the Counter Fraud Annual Work Plan and understand own contribution to the delivery of this plan and the Council's vision and strategic priorities.
- Carry out regular liaison meetings with key stakeholders, including senior managers and members.
- Attend regular Counter Fraud Management Team Meetings, to assist in the planning and development of the service and strategy, for presentation to Corporate Management Team and Audit Committee.
- Assist in identifying service areas for inclusion in the Counter Fraud Annual Work Plan, with an assessment of risk and appropriate recommendations for senior management review.
- Maintain knowledge of the current Counter Fraud Team Plan and understanding of own contribution in order to ensure delivery of this plan.

- Design and lead on the delivery of technical training of both risk management staff and others within the Council, in fraud risk management, counter fraud control and fraud awareness.
- Research and implement updated working practices, communicating changes to colleagues, to ensure that the service maintains a 'commercial' approach to its activities and adopts best practice wherever possible.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.
- Ensure that all purchasing and procurement is conducted in line with corporate guidelines with appropriate use of the Council's financial systems.

6. Service Improvement

- Contribute towards the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Proactively seek out and progress innovative ways to develop services and products provided by the Counter Fraud Team.
- Identify and suggest improvements to current ways of working, the management of fraud risk and the identification of effective counter fraud control activities, in order to deliver a more efficient and effective service.
- Effectively review and quality assure counter fraud investigation files to ensure compliance with counter fraud policy and procedures, regulations and statutory requirements.
- Take a lead role in the implementation of major counter fraud improvement initiatives and change programmes using appropriate methodologies.

7. Contacts

- Develop and maintain good working relationships with other officers of the Council and its partners, including chief officers to ensure maximisation of expertise on all relevant matters and developments for the benefit of the counter fraud service.
- Develop and maintain working relationships with other authorities, professional bodies and relevant outside organisations to maximise the effectiveness of the services.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by counter fraud management.

9. Key Performance Indicators

- A detailed understanding of the Counter Fraud KPIs as set by the Council's Corporate Management Team and Audit Committee.
- Achieve compliance with Counter Fraud KPIs as documented and agreed within the annual Performance and Development Appraisal (PADA).

B. Person Specification

Counter Fraud Lead Investigator

This person specification will be used for recruitment to the **Counter Fraud Lead Investigator** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

	ESSENTIAL	DESIRABLE
1. QUALIFICATIONS		
Accredited Counter Fraud Specialist (ACFS) or equivalent.	✓	
Maintain professional accreditation.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS		
Willingness to work flexibly, including travel to a variety of locations in the borough, attend occasional evening meetings and ensure appropriate Counter Fraud management cover during Council office opening hours.	✓	
Compliance with the Counter Fraud Code of Ethics.	✓	
3. EXPERIENCE		
Significant demonstrable experience, in any industry, of successfully carrying out complex and detailed investigations in a Counter Fraud Team.	✓	
Experience of supervising, mentoring and coaching staff to achieve successful outcomes.	✓	
Demonstrable experience of building and maintaining strong relationships, with the ability to engage and influence stakeholders at all levels, including senior managers/Directors.	✓	
Experience of working with ICT software applications, including ICT and data analysis work tools which aid investigations.	✓	
Experience of conducting criminal investigations involving interviewing witnesses and suspects under caution.	✓	
Experience of compiling/ peer-reviewing comprehensive investigation files, complying with the relevant professional standards, legislation and codes of practice.	✓	
Experience of producing high quality investigation reports for senior management and/or external partners.	✓	
Experience of managing conflicting work priorities within this field of work, and of achieving challenging targets.	✓	
Demonstrable experience of successfully planning and delivering proactive risk-based counter fraud projects within tight timescales.	✓	
Local government counter fraud experience		✓
4. KNOWLEDGE & SKILLS		
Ability to coach the performance improvement and development of staff.	✓	

	ESSENTIAL	DESIRABLE
Sound knowledge of civil and criminal law relevant to the prevention and detection of crime and the apprehension and prosecution of offenders.	✓	
Strong knowledge and understanding of the principals and methodology of organisational risk management, internal control, and corporate governance.	✓	
Excellent communication and presentation skills, both written and oral. Ability to communicate effectively with staff, outside bodies, including Government Departments, Police, etc.	✓	
Strong organisational and time management skills, with a proven track record in meeting tight deadlines and simultaneously progress a number of investigations whilst balancing conflicting priorities.	✓	
Sound knowledge of Data Protection Act and understanding and appreciation of the importance of confidentiality.	✓	
Proven analytical skills and ability to extract and analyse complex electronic and other data as well as clearly present investigation findings to a range of key stakeholders.	✓	
Ability to work in a multi-disciplinary setting in partnership with other professionals, agencies and Service users.	✓	
Ability to understand corporate objectives including the Council's vision and strategy.	✓	
Ability to comprehend changes in policies and associated administration systems in a changing environment.	✓	
Sound knowledge and understanding of the national intelligence model and how it relates to the acquisition, analysis and dissemination of information and intelligence.	✓	
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.		✓
5. COMPETENCES		
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	

	ESSENTIAL	DESIRABLE
<p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	✓	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p>Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	