Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Fraud Investigations Officer SO2 Fraud Investigations Officer PO.1 Snr Investigations Officer PO.2 Principal Investigations Officer	**Grade**: SO2 – PO2
Section: South West London Fraud Partnership (SWLFP)	**Directorate:** Finance
Responsible to following manager: Deputy Head of Fraud/Fraud Manager (as assigned)	**Responsible for following staff:** Subject to position within link grade
Post Number/s: RWR105, RWR107, RWR108, RWR109, RWR110, RWR111, RWR112, RWR113, RWR114, RWR115	**Last Review date:** August 2026

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

RICHMOND & WANDSWORTH BETTER SERVICE PARTNERSHIP

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Job Purpose

- To undertake all aspects of investigatory and related activity concerning all aspects of Fraud perpetrated against partner organisations whilst maintaining strict confidentiality over information obtained during the course of all investigation work.
- Responsible for securing evidence obtained in support of an investigation and in compliance with the Criminal Procedures and Investigations Act 1996. Maintain a working knowledge of key legislation and current investigative standards and techniques to support investigative work.

Main Duties and Responsibilities

SO2 Level (Fraud Investigations Officer):

- Maintain a fraud investigation caseload on a variety of fraud cases that may include but is not limited to internal frauds, procurement, blue badge, council tax reduction, business rates, social care funding, schools' admissions and housing fraud investigations.

- Responsible for opening and maintaining Investigation files for assigned cases, and supporting the referral triage process.

- Undertake Investigations into the misuse of public funds using all means available, such as:
    - Using data analytics to analyses and evaluate evidence/data obtained, verifying the accuracy of information during an investigation.
    - To issue enforceable written notices to appropriate persons such as employers and financial institutions to obtain information and documentation In accordance with the Local Government Finance Act 2012 Fraud regulations and POSHFA.
    - To interview (including recorded interviews under caution) and take statements from those suspected of committing fraud or those who have witnessed suspected fraud, adhering to the codes of practise contained within the Police and Criminal Evidence Act 1984 (PACE) and according to guidelines laid down in any relevant legislation.
    - To use appropriate investigative techniques, such as surveillance in accordance with RIPA 2000 where directed, to progress investigations.

- Ensure that the case management system is kept up to date, maintaining comprehensive records of referrals, investigations, conclusions, recommendations, sanctions and loss recovery and ensure that time recording system (TRS) is updated weekly.

- Completes recommendations reports to the Fraud Manager as to how individual cases should be progressed/ceased, including recommendations for control enhancements or further disciplinary/prosecution action as required.

- Prepare investigation cases for disciplinary and prosecution cases; including drafting statements, preparing prosecution files for disclosure or investigation reports for management/civil hearings.

- To work with the Police to investigate and follow up all necessary actions including attending suspects address with Police, searching the property, seizing relevant documentation and interviewing under caution at the Police Station.

- Attends court and other hearings, to represent the Partnership as a prosecution witness in criminal/civil proceedings.

- Assists the Head of Fraud in developing and maintaining successful joint working arrangements both internally and with other public sector bodies and external agencies by:
    - Sharing information and intelligence ensuring adherence to relevant legislation.
    - Facilitating and investigating output from data matching initiatives, including the National Fraud Initiative (NFI).

- Assist with pro-active fraud drives aimed at identifying instances of fraud or fraud risk; for example, a review of properties which the tenant no longer resides in as their principal property necessitating unannounced visits in order to establish the occupants of a property which are frequently completed outside of normal office hours.

- With support, has responsibility as lead liaison officer for an area or fraud activity as assigned.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.

- To adhere to security controls and requirements as mandated by all partner's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.

- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.

The Better Services Partnership will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional duties for PO1 Level (Senior Investigations Officer):

- Take responsibility as lead liaison officer on area or fraud activity as assigned.

- Be a lead Investigator on complex fraud investigations, supervising allocated Fraud Investigations Officers.

- Makes recommendations for a suspect's arrest and works with the Police to investigate and follow up all necessary actions including attending suspects address with Police, searching the property, seizing relevant documentation and interviewing under caution at the Police Station.

- Prepares risk assessments to establish the viability/risk of proposed fraud investigation/prevention activity or for deploying surveillance under RIPA.

- Supports the Fraud Managers with:
    - enhancing joint working with partner authorities, residential social landlords, other public sector bodies and external agencies:
    - promoting fraud awareness and providing fraud awareness and prevention training.

- Liaise with senior managers, other public sector bodies and external agencies such as the Police on matters under investigation.

Additional duties for PO2 Level (Principal Investigations Officer):

- Supports the development of less experienced Fraud Investigations Officers, and deputises for Fraud Manager as appropriate.

- Provides support to others with lead liaison responsibility for an area or fraud activity as assigned.

- Lead on pro-active fraud drives to ensure that allocated resources are effectively utilised, and outcome results are documented including preparing reports for the Head of Fraud and Service Managers.

- Holds specialist knowledge in relation to specific fraud activity; for example:
    - Blue Badge Fraud investigation and prosecution,
    - Housing Fraud
    - Social Care Funding (Personal Budgets) Fraud
    - Fraud Prevention
    - Data Analytics/NFI

- Prepares/Assesses applications for proposed surveillance under RIPA
- Maximise recovery of income to the Partnership Councils by applying through Criminal Investigation Department under the Proceeds to Crime Act (POCA) to seize assets to aide recovery.

Additional Information

The postholder will be required to adopt flexible mobile working across the partner authorities (but with Wandsworth Council as the host authority) and be able to work outside of normal office hours and at weekends.

The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Current team structure

The Shared Fraud Service provides a fraud investigation and fraud prevention service to authorities within the South West London Fraud Partnership (SWLFP), currently Kingston, Merton, Richmond, Sutton & Wandsworth Councils, with Wandsworth Council as the lead authority.

Assistant Director Fraud (SWLFP), Risk & Insurance

Deputy Head of Fraud

(Shared Services)

Fraud Manager

(Internal & Complex)

Fraud Manager

(Prevention & Analytics)

Fraud Investigation Officer & Trainee/Apprentice Investigators (x10)

Intel & Fraud Analysis Officer (x1)

This is a pooled resource allocated cases on a partner priority needs basis.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the Better Services Partnership and throughout all roles and responsibilities at all levels of the organisation. Please familiarise yourself with our values as they are an integral part of our recruitment and selection process.

Person Specification Requirements			**Assessed by A & I/ T/ C (see below for explanation)**
Knowledge	**Essential**	**Desirable**	**Assessed**
1) Legislation: Practical knowledge of key legislation in particular The Fraud Act, PACE, CPIA, RIPA, DPA and PIDA.	**Y**		**A/I**
2) Investigative Techniques: Working knowledge of the techniques deployed in acquiring and maintaining	**Y**		**A/I/T**

RICHMOND & WANDSWORTH BETTER SERVICE PARTNERSHIP
LONDON BOROUGH OF RICHMOND UPON THAMES
Wandsworth

evidence to support an investigation and representing the Service as a witness at criminal and civil hearings.			
Experience	**Essential**	**Desirable**	**Assessed**
3) Challenge: Experience of dealing with employees, contractors and the public in a wide range of difficult and demanding situations .	**Y**		**A/I**
4) Interviewing: Experience of Interviewing, fact finding, and investigative work including P.A.C.E. interviews.	**Y**		**A/I**
5) Organisation: Experience of delivering a work plan within set timescales and allocated days working as part of a team and on individual cases with minimal supervision.	**Y**		**A/I/T**
6) Technical: Experience of using Microsoft desktop applications (or equivalent) to analyse and interrogate data and present findings.	**Y**		**A/I/T**
Skills	**Essential**	**Desirable**	**Assessed**
7) Communication: Ability to communicate clearly and precisely both orally and in writing to a variety of stakeholders.	**Y**		**A/I/T**
8) Analytical: Effective arithmetical and analytical skills with the ability to collate and evaluate evidence and make recommendations as to how investigations should proceed.	**Y**		**A/I/T**
9) Time Management: Ability to manage a diverse caseload of assigned fraud investigations, ensuring all investigations are progressed without undue delay and completed within allocated number of days and by tight deadlines	**Y**		**A/I/T**
10) Decision Making: Ability to work within a fixed set of parameters but also able to suggest changes in direction based on evidence obtained.	**Y**		**A/I/T**
11) Representation: Ability to effectively represent the service at court and internal hearings as required and attend/chair meetings to promote fraud awareness.	**Y**		**A/I/T**
Qualifications	**Essential**	**Desirable**	**Assessed**
12) Qualifications: - English Language and Mathematics GCSE "C" grade or above (or equivalent).	**Y**		**A/C**

RICHMOND & WANDSWORTH BETTER SERVICE PARTNERSHIP

LONDON BOROUGH OF RICHMOND UPON THAMES

Wandsworth

- Fraud investigation experience ideally in a public sector function. - Fraud Specialist Qualification and commitment to complete experience portfolio for SO2 and above).	**Y** **Y**		
13) Valid UK driving licence		**Y**	**A/C**

A – Application form / CV
I – Interview
T – Test
C - Certificate