

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Investigations Officer	Grade: Apprentice Sc3/4 Investigator/Trainee Sc5/6
Section: South West London Fraud Partnership (SWLFP)	Directorate: Finance
Responsible to following manager: Deputy Head of Fraud/Fraud Managers	Responsible for following staff: N/a
Post Number/s: tba	Last Review date: August 2026

Working for the Richmond & Wandsworth Better Services 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.

Job Purpose

- To support 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.
- Commitment to fraud investigator training and active involvement towards achievement of professional GCFP membership.

Main Duties and Responsibilities

Apprenticeship:

- To complete Counter Fraud Investigator Apprenticeship making positive contributions to ensuring own studies will be successful and whilst doing so contribute to the effective fraud prevention and investigation service provided to Fraud Partnership Authorities.
- Support fraud investigations on a variety of corporate and housing 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.
- Establish a caseload on non-complex fraud referrals with responsibility for opening and maintaining Investigation files for assigned cases to fulfil evidenced portfolio training and professional membership requirements.
- Develop understanding and practical application of techniques used to support investigations into the misuse of public funds using all means available, such as:
 - 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 the 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 information system is kept up to date, maintaining comprehensive records of referrals, investigation activities, conclusions, recommendations, sanctions and loss recovery and ensure that time recording system (TRS) is updated weekly.
- Support the preparation of investigation cases for disciplinary and prosecution cases; including drafting statements, preparing prosecution files or investigation reports for management/civil hearings.
- To support investigators with follow up on all necessary actions including searching the property, seizing relevant documentation and assisting with interviews under caution.
- 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.
 - Take part in data matching initiatives, including the National Fraud Initiative (NFI).

Progression to Scale 4 is dependent upon progress with the CFIA and progress with taking responsibility for own cases and the amount of support needed.

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.
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- To adhere to security controls and requirements as mandated by all partner 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 Unqualified Investigator (Sc5/6)

In addition to the above

- Take the lead on fraud investigations or with support liaison for a fraud area, responsible for case progression and makes recommendations for sanction outcomes. Prepares risk assessments to establish the viability for the deployment of investigation techniques such as proposed surveillance under RIPA.
- Prepare interview plans and with support lead on interviews under caution.
- Support the Fraud Managers and Area Leads 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.
 - Compiling partner Fraud Update Reports
- Liaise with senior managers, other public sector bodies and external agencies such as the Police on matters under investigation. Where required, attends court and other hearings, to represent the Partnership as a prosecution witness in criminal/civil proceedings.

Progression to Scale 6 is dependent upon the complexity of cases that the officer can take full responsibility for and the amount of support needed to discharge area or fraud lead responsibilities.

Additional Information

The postholder will be required to adopt 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.

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) <u>Legislation</u> : Practical knowledge of key legislation in particular The Fraud Act, PACE, CPIA, RIPA, DPA and PIDA.		Y	A/I
2) <u>Investigative Techniques</u> : Working knowledge of the techniques deployed in acquiring and maintaining evidence to support an investigation and representing the Service as a witness at criminal and civil hearings.	Y		A/I/T
Experience	Essential	Desirable	Assessed

3) <u>Challenge</u> : Experience of dealing with employees, contractors and the public in a wide range of difficult and demanding situations .	Y		A/I
4) <u>Interviewing</u> : Experience of Interviewing, fact finding, and investigative work including P.A.C.E. interviews.		Y	A/I
5) <u>Organisation</u> : 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) <u>Technical</u> : 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) <u>Communication</u> : Ability to communicate clearly and precisely both orally and in writing to a variety of stakeholders.	Y		A/I/T
8) <u>Analytical</u> : 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) <u>Time Management</u> : 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) <u>Decision Making</u> : 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) <u>Representation</u> : 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) <u>Qualifications</u> : - English Language and Mathematics GCSE "C" grade or above (or equivalent). - Fraud investigation experience ideally in a public sector function.	Y		A/C
13) Valid UK driving licence		Y	A/C
Special Requirements	Essential	Desirable	Assessed
14) Demonstrates an understanding of the principles of Equal Opportunities and how this would apply to	Y		A/I

dealings with work colleagues, auditees and with the public and an awareness and understanding of the duties and responsibilities in relation to safeguarding children, young people and vulnerable adults in relation to the duties of the post.			
15) Ability and commitment to undertaking regular out of hours work – sometimes at short notice	Y		A/I

A – Application form

I – Interview

T – Test

C – Certificate