



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Apprentice Investigator/Trainee Investigator/ Investigations Officer	Grade: Apprentice Sc3/4 Trainee Sc5 Investigations Officer Sc6
Section: South West London Fraud Partnership (SWLFP)	Directorate: Resources
Responsible to following manager: Fraud Manager	Responsible for following staff: N/a
Post Number/s: RWR0113	Last Review date: November 2024

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

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).

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 the SSA’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 Shared Staffing Arrangement 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 Qualified Trainee/Investigator (Sc5/6):

In addition to the above



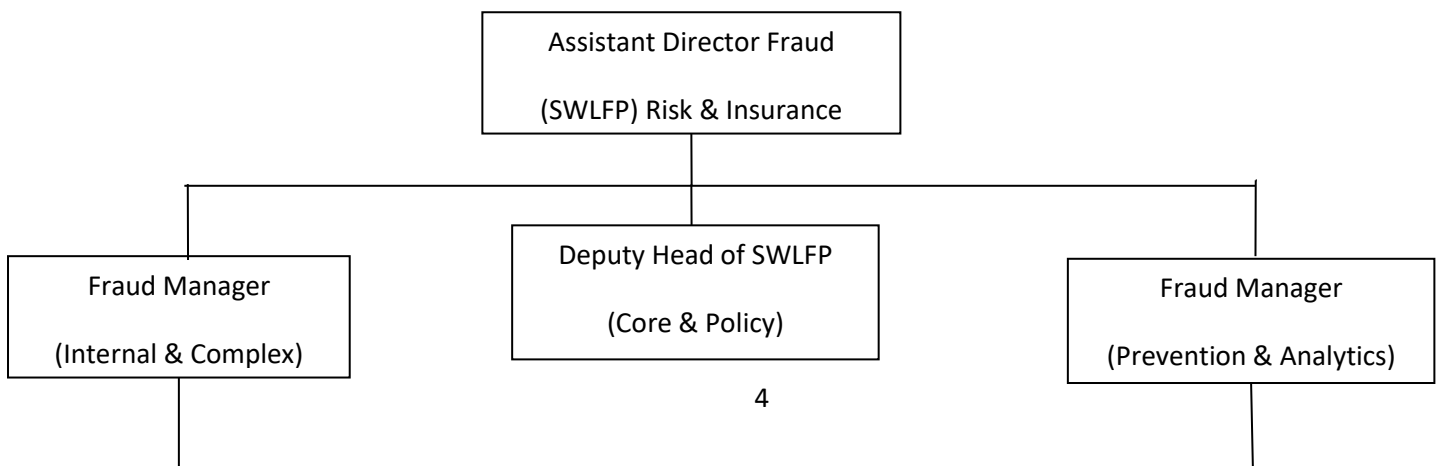
- Take the lead on fraud investigations, responsible for case progression and makes recommendations for sanction outcomes. Prepares risk assessments to establish the viability for the deployment of investigation techniques such as proposed surveillance under RIPA.
- Prepare interview plans and, with support, lead on interviews under caution.
- Supports the Fraud Team Leaders 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. Where required, attends court and other hearings, to represent the Partnership as a prosecution witness in criminal/civil proceedings.

Additional Information

The postholder will be required to adopt agile 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.

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.





Person Specification

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Our Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

THINK BIGGER

EMBRACE DIFFERENCE



CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Please see the new person specification section of the job profile

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
1) Investigative Techniques: Commitment to acquiring 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, to complete Apprenticeship and achieve GCFP Membership.	Has an enquiring mind	X	A/I/T
Experience	Essential	Desirable	Assessed
2) Challenge: Experience of dealing with the public in a wide range of difficult and demanding situations.	X		A/I
3) 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.	X		A/I/T
4) Technical: Experience of using Microsoft desktop applications (or equivalent) to analyse and interrogate data and present findings	X		A/I/T
Skills	Essential	Desirable	Assessed
5) Communication: Ability to communicate clearly and precisely both orally and in writing to a variety of stakeholders.		X	A/I/T
6) Analytical: Effective arithmetical and analytical skills with the ability to collate and evaluate evidence and make	X		A/I/T

recommendations as to how investigations should proceed.			
7) 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.	X		A/I/T
Qualifications	Essential	Desirable	Assessed
8) Qualifications: - English Language and Mathematics GCSE "C" grade or above (or equivalent) -Commitment to complete formal training.	X		A/C A/I
Special Requirements	Essential	Desirable	Assessed
9) Demonstrates an understanding of the principles of Equal Opportunities and how this would apply to 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.	X		A/I
10) Ability and commitment to undertaking regular out of hours work – sometimes at short notice.	X		A/I

A – Application form

I – Interview

T – Test

C – Certificate