**Intelligence and Support Officer**

**Counter Fraud and Enforcement Unit**

**April 2021**

**COTSWOLD DISTRICT COUNCIL**

**JOB DESCRIPTION**

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| **Title:** | Intelligence and Support Officer | |
| **Service:** | Counter Fraud and Enforcement Unit | |
| **Grade:** |  | |
| **Responsible to:** | Client and Technical Support Manager | |
| **Responsible for:** | N/A | |
| **Location:** | Employment base: Cheltenham Borough Council / Cotswold District Council / Forest of Dean District Council  Secondary bases: Tewkesbury Borough Council / Stroud District Council / West Oxfordshire District Council  Additional travel to client sites nationally and in line with requirements. | |
| **Liaison with:** | **For all Partners and Clients:**  (Local Government / Housing Associations) Corporate/Executive/Senior Management Teams, Statutory Officers, Heads of Service, Service Managers, Members, Staff representatives and all other staff | |
|  | **Outside the Councils:**  External Auditors, Internal Auditors in the region, External bodies such as DWP, HMRC, NHS, Trading Standards, HM Court Service, Police etc. | |
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| **Main purpose of post:** | * To work as part of the Counter Fraud and Enforcement Unit to ensure that losses to all partner Councils / organisations and the public purse are minimised. * To collate and gather initial intelligence for Counter Fraud and Enforcement Unit work streams; internal and external cases. * To undertake proactive drives to minimise financial loss/maximise revenue and promote loss avoidance. * To provide general administrative and clerical support to the Counter Fraud and Enforcement Unit. * To act as a Single Point of Contact (SPoC) for liaison with the Department for Work and Pensions, Single Fraud Investigation Service. | |
| **Main activities:** | - | To act as a Single Point of Contact (SPoC) for liaison with the Department for Work and Pensions, Single Fraud Investigation Service; to include lawful and efficient exchange of data and intelligence and the provision of witness statements where appropriate. |
|  | - | To undertake low level Council Tax Reduction Scheme investigations and apply civil penalties on behalf of Partner Councils. |
|  | - | To undertake verification checks, and preliminary investigation and intelligence gathering for housing and tenancy fraud cases on behalf of Social Housing clients. |
|  | - | To assist in the verification and cross matching of data for proactive drives and data matching exercises across the partnership. This includes undertaking the verification of National Fraud Initiative data across all partner sites – cross matching against other held data sets, identifying anomalies, reporting and updating all relevant records. |
|  | - | To provide clerical and administrative support to the Counter Fraud and Enforcement Unit; office management, booking meetings and arranging the distribution of associated paperwork to attendees and producing minutes. |
|  | - | To assist in the set up and maintenance of records to include fraud drives and extraordinary Counter Fraud and Enforcement Unit work across multiple sites and organisations in line with legislation. |
|  | - | To assist with the collation of results and statistics for reporting purposes across multiple sites and organisations. |
|  | - | To undertake initial background checks and assist with administrative tasks and intelligence gathering for fraud cases as directed by the investigation staff. |
|  | - | To undertake proactive drives efficiently to include visiting, inspections and verification duties across the partnership in relation to the following areas:   * Verification, maintenance and updating of Council Tax and Business Rates data -visiting private dwellings, business premises and other sites. * Visits and inspections to Social Housing and/or Council Tax Support customers. * Service of Court paperwork where required. This may be outside normal office hours. |
|  | - | To promote and maintain good relations across the partnership and to promote the positive reputation of the Counter Fraud and Enforcement Unit by ensuring work is undertaken with integrity, competence, objectivity and confidentiality. |
|  | - | To work to within appropriate regulations, laws, professional standards and guidelines. Manage highly sensitive and confidential information with regard to individuals, companies, organisations and employees in line with legislation and policy. |
| **Other activities:** | -  - | Any other duties as allocated by Counter Fraud and Enforcement Unit colleagues.  To be committed to the promotion of equality, diversity and inclusion for others and to work within Health and Safety legislation and procedures. To be aware of the principles and reporting procedures applicable to safeguarding of children and vulnerable adults and of the Human Rights Act. |
| **Conditions of service:** | - | The post is subject to one month's notice on either side. |
|  | - | You will be required to use a car for work. The Council pays a mileage rate for any authorised use of a private car for business purposes. The post holder must have a valid driving license and valid vehicle insurance. |
|  | - | The post will primarily be based at our offices in Cheltenham Borough Council, Forest of Dean District Council and Cotswold District Council. Travel to other sites will also be required. |
|  | - | The post is suitable for job sharing. |
|  | - | The post holder will be required to comply with the Council’s Health and Safety and Equal Opportunities Policies. |
|  | - | This post is subject to enhanced vetting. |

**PERSON SPECIFICATION**

**Intelligence and Support Officer**

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| **Requirements** | **Essential or Desirable** | **Method of Assessment** |
| **Qualifications** |  |  |
| GCSE’s, NVQ, equivalent level qualification | Essential | Application/Certificates |
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| **Experience** |  |  |
| Experience in a similar related role | Desirable | Application/Interview |
| Experience of liaison and communication with members of the public and colleagues | Essential | Application/Interview |
| Knowledge and understanding of the issues affecting local government and social housing providers in relation to cost savings, income generation and fraud risk | Desirable | Application/Interview |
| An understanding of the role of a corporate fraud unit and its position within the Local Authority arena | Desirable | Application/Interview |
| Experience of supporting managers through the production of management information and statistics | Desirable | Application/Interview |
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| Experience of handling confidential and sensitive information and an understanding of data protection issues  Detailed knowledge and understanding of Revenues, Housing and Benefit regulations | Essential  Desirable | Application/Interview  Application/Interview |
| **Skills** |  |  |
| High level of IT skills - MS Office including Excel | Essential | Application/Interview |
| Excellent written and oral communication skills | Essential | Application/ Interview |
| Information management and data analysis | Desirable | Application/Interview |
| **Other** |  |  |
| Ability to prioritise and meet tight deadlines | Essential | Interview/References |
| Ability to maintain confidentiality in accordance with Data Protection Rules and other legislative requirements | Essential | Interview |
| High level of integrity, judgement, discretion and initiative | Essential | Interview |
| Ability to record and deal with data accurately and effectively | Essential | Application/Interview |
| Use of a car for business purposes when necessary. | Essential | Application/Interview |
| Willingness to work flexibly across the partnership | Essential | Interview/References |