Application Fraud Officer

£19,238 - £24,717

10 Woodcock Street, Aston, Birmingham, B7 4BL

Working 36.5 hours per week

You will be joining Birmingham Audit’s Application Fraud Team, where you will work as part of an agile team investigating cases of alleged Social Housing & Council Tax fraud.

You will need to manage a caseload of investigations and progress these to a criminal standard in accordance with relevant legislation, codes of practice and other guidelines. Good communication skills are essential along with an ability to work independently or as part of a team.

For informal enquiries contact Steve Tomlinson on 0121 303 1722

Ref: EC0752016

Closing date: Monday 20th February 2017

A Disclosure and Barring Service (DBS) check will be undertaken.

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
Economy Directorate

Job Description

Post: Application Fraud Officer          Salary/Grade: GR3
Division: Birmingham Audit          Section: Application Fraud Team

1. Job Purpose

1.1 To work as part of a team investigating and prosecuting cases of alleged Social Housing and Council Tax fraud as part of the Council’s Anti-Fraud Strategy.

1.2 To undertake a caseload of investigations and prosecutions relating to fraud.

1.3 To ensure that investigations and prosecutions are undertaken in accordance with relevant legislation, codes of practice and other guidelines.

2. Duties and Responsibilities

2.1 To manage an individual caseload of investigations and prosecutions, and to ensure that performance and quality targets are met. The caseload will be determined by the requirements of the service and the complexity and/or seriousness of the cases.

2.2 To participate as required in proactive fraud initiatives.

2.3 To ensure that all aspects of investigations and prosecutions are carried out:

   - To the highest standards of professionalism.
   - In accordance with relevant legislation and guidelines.
   - In accordance with any agreed protocol(s) for joint working with other organisations / agencies.
   - In accordance with the needs of the Division’s business plan, and to meet performance targets.

2.4 To undertake visits and interviews in pursuance of an investigation (including Interviews under Caution either through contemporaneous notes or the use of appropriate recording equipment).

2.5 To maintain accurate and comprehensive records to ensure that case files are kept in good order, and meet relevant legislation and guidelines.

2.6 To report findings of investigations which set out clear, concise and accurate conclusions.
2.7 To prepare evidence for prosecutions in accordance with relevant legislation and guidelines, and to attend court proceedings as a prosecution witness (as required).

2.8 To liaise with the Police, Crown Prosecution Service and other legal representatives (as required) in relation to investigations and prosecutions.

2.9 To work with other relevant agencies & organisations on suspected fraud cases, in accordance with agreed protocols and procedures.

2.10 To update the Case Management System.

2.11 To fully utilise new technology and relevant computer assisted techniques (including use to deter and investigate fraud).

2.12 To be familiar with and make full use of the Council’s computerised systems.

2.13 To maintain a comprehensive and up to date knowledge of relevant legislation relating to investigations and prosecutions.

2.14 To ensure that adequate and appropriate communication takes place during all aspects of work.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Principal Counter Fraud Officer.

3.2 **Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

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<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act.
- A Disclosure and Barring Service check will be undertaken.

  Observance of the **City Council’s Equal Opportunities Policy** will be required.
Economy Directorate
Person Specification

**Post:** Application Fraud Officer  
**Grade:** GR3  
**Division:** Birmingham Audit  
**Section:** Application Fraud Team

**Method of Assessment (M.O.A.)** AF = Application Form; I = Interview; T = Test or Exercise; C = Certificate; P = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tr>
<td><strong>Education/Qualifications</strong></td>
<td>1. Good standard of education, e.g. minimum of 4 GCSE’s or equivalent, including English Language and Maths.</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td><strong>Experience</strong></td>
<td>2. Must demonstrate a proven track record through relevant practical experience in the following areas.</td>
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<td>(Relevant work and other experience)</td>
<td>3. Investigating Social Housing &amp; Council Tax fraud in a public sector or equivalent context; with an emphasis on face-to-face interviews, including Interviews under Caution</td>
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<td>4. Gathering evidence and ensuring that case files are kept in accordance with relevant legislation and guidelines.</td>
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<td>5. Preparation of prosecution files / presenting evidence relating to investigations in formal settings (e.g. Court Proceedings).</td>
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<td>6. Management and successful delivery of an individual or group caseload of investigations, and / or meeting performance targets.</td>
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<td><strong>Skills &amp; Ability</strong></td>
<td>7. Working knowledge of current regulations / relevant legislation, guidelines &amp; codes of practice, including: PACE &amp; CPIA, Prevention of Social Housing Fraud Act, Council Tax Reduction Schemes (Detection of Fraud &amp; Enforcement) Regulations 2013, etc.</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
<td>8. Ability to interpret complex legislation and regulations and give clear explanations of their meaning.</td>
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<td>9. Excellent verbal / written communication skills.</td>
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<td>10. Good observation / analytical skills.</td>
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<td>11. The use of technology for case management, obtaining intelligence, data matching and the sharing of information.</td>
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<td>12. Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)</td>
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<td><strong>Training</strong></td>
<td>Fraud Investigation Training such as PINS or other relevant qualification is desirable.</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.