

Job Description

Counter Fraud Specialist

Final

Date: 3 August 2017

POST: Counter Fraud Specialist

SERVICE: Strategic and Executive Support

SECTION: Audit and Counter Fraud

BAND: 8

REPORTS TO: Audit & Corporate Fraud Services Manager

RESPONSIBLE FOR: N/A

TYPE: 1) Hot desking or Agile/Mobile Working

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

*Please note that this post is subject to Department of Works and Pensions (DWP), Protection of National Infrastructure conditions, which means that the post holder will be required to undergo further vetting processes to ensure compliance.

MAIN PURPOSE

Support the Audit & Corporate Fraud Services Manager to ensure delivery of an effective, quality, timely, business and customer focussed Corporate Fraud Service. To act as the Council's representative in this area in the absence of the Audit & Corporate Fraud Services Manager.

Act as a Subject Matter Expert and centre of excellence by maintaining wide ranging fraud, regulatory and legal knowledge necessary to provide direction and guidance to other areas of the business and ensure compliance within own business area.

The postholder will be expected to work independently, albeit in close collaboration with the Audit & Corporate Fraud Services Manager. They will be expected to work on both fraud strategy, shaping the direction and look of the Corporate Counter Fraud Team and dealing with the day to day issues that arise. The postholder will be responsible for the day to day delivery of all crime and fraud prevention related activities conducted by the organisation to prevent it from risk, loss and reputational damage.

The postholder will need to be able to work on highly confidential and sensitive matters, exercising good judgement in the execution of their role and putting the needs of the organisation first. The postholder will also be expected to provide leadership and to set an example within the wider business, including acting as a liaison point for conduct matters.

GENERAL INFORMATION

The Counter Fraud Specialist reports to the Audit & Corporate Fraud Services Manager and has specific responsibility for counter fraud, bribery, corruption and money laundering and is

also the lead officer for investigation of data protection breaches. The role will require strong relationship, influencing and decision making skills, to ensure strong controls are in place to safeguard the business.

The postholder will be required to lead on and undertake relevant fraud investigations and conduct investigations (at the request of HR) with specific responsibility for a wide range of proactive fraud work including coordination of the National Fraud Initiative.

From an operational perspective the postholder will be responsible for all counter fraud activity providing performance information to meet key performance indicators set by the Audit & Corporate Fraud Services Manager.

The Counter Fraud Specialist will be responsible for providing advice and guidance to other staff, as required, in the course of carrying out counter fraud work. This will involve ensuring compliance with all relevant legislation, professional investigative practices, internal quality procedures and Internal Auditing Standards. This role will be performed under the minimal supervision of the Audit & Corporate Fraud Services Manager. This role extends to providing a contracted counter fraud service to other councils

The postholder must have the ability to work within, and interpret the law, use different approaches and methodologies, undertaking fraud detection through data matching (e.g. NFI and internal exercises using Computer Assisted Audit Techniques).

Throughout each assignment, to continuously manage relationships with the client in order to meet fully, both the client and Audit & Corporate Fraud Services Manager's expectations and requirements; where necessary negotiating, agreeing and adopting changes to the scope of the investigation / audit review.

As a Counter Fraud Specialist, the postholder will have an influence and assist in the development of corporate projects and strategies, client systems, policies and procedures by proposing policy and/or service changes in investigation and audit reports on a regular basis. These reports can and do affect departments across the organisation.

The postholder will be responsible for the maintenance and update of the Council's Corporate Fraud Policy, Strategy and Procedures. Delivering training, awareness and education materials to officers and members in relation to fraud to support their understanding of how they can protect the organisation.

DUTIES

1. To conduct a sift of all fraud referrals received by the team against risk assessments and determine which cases will proceed to full investigation and make recommendations on disposal of all cases not selected for investigation.
2. To develop those cases selected for investigation further by conducting detailed background checks to help prove or disprove allegations. To conduct intelligence and evidence gathering in specific areas such as liaison with external bodies and access to restricted systems.
3. At the initial stages of the investigation to identify any areas where intelligence gathered will enhance the original referral. This will include contact with internal and external partners, or use of authorised officer powers to obtain information from data holders or service providers, such as employers, banks, utility/service companies or communication providers. When required as part of an ongoing investigation to collect and collate any information required in accordance with council policies and legislation.

4. To undertake and/or lead on all conduct investigations in conjunction with HR, keeping them abreast of progress made, concerns identified and providing a report to the Reviewing Officer, presenting the findings from the investigation highlighting breaches of conduct.
5. Create and adequately maintain quality working papers to the required standard for criminal investigations/audits and to fully support the recommendations of the investigation/audit report. Ensuring that evidence and information is obtained lawfully, in a timely manner, checking all records and system available (where appropriate and relevant) and interviewing suspects and witnesses under the relevant Act and/or internal procedure.
6. Contact with the public or external agencies mainly by phone, fax or e-mail but sometimes in person to collect evidence or information. Undertake interviews under caution where appropriate; these must be conducted in accordance with PACE.
7. Building, developing and maintaining strong external tactical relationships with industry (CIPFA, TEICCAF), law enforcement and local groups (Eastern Counter Fraud Group).
8. Identify process changes and improvements to investigative capability, including commercial fraud prevention tools through benchmarking with appropriate organisations, market awareness and horizon scanning
9. To coordinate the National Fraud Initiative ensuring compliance with the requirements of the exercise, observing Data Protection and maintaining compliance in all aspects of this work corporately
10. Maintain an enhanced knowledge of criminal law and related legislation and ensure Council Policy and Procedures are appropriate updated to reflect any changes. To annually review Policies and Procedures relating to Counter Fraud in line with organisational and legislative changes.
11. To train staff, managers and Members, as directed, on Counter Fraud, Bribery, Corruption and Money Laundering, internal controls, responsibilities and reporting mechanisms and all related subject matter.
12. To continually assess the risks involved in relation to Fraud, Corruption, Bribery and Money Laundering and advise Audit & Corporate Fraud Services Manager of additional areas of concern and proposed remedial/control work. Responsible for technical development of Service based staff in relation to fraud.
13. Provide support to Council services and project teams including technical advice and guidance on best practice with regard to the prevention and detection of fraud. Effectively managing and controlling fraud risks including the identification of controls for combatting such. Provide expert remedial advice to Service managers to help prevent further occurrences of fraud or irregularity.
14. Effectively communicate with all levels of Management both verbally and in writing to ensure that areas of concern are identified and changes to working practices highlighted, if necessary.
15. Recognising that the public contact element of the role involves regular contact with people who are distressed, agitated and, on occasion, aggressive. Achieve the right balance

between applying thorough investigations and sensitivity to the rights and needs of suspects and witnesses.

16. To prepare cases for civil and criminal prosecution. To present evidence to court and/or disciplinary hearings.
17. Effectively manage resources between multiple investigations and other demands and account for this utilising the agreed project and time management system.
18. Keep the Audit & Corporate Fraud Services Manager informed of workload progress and provide statistics and progress reports as required. Adhere to timeframes as stipulated in the internal investigations procedures and/or Audit Brief (Terms of Reference) and as agreed with the client manager.
19. To promote and maintain good client relations and the good reputation of the Audit and Corporate Fraud Service with client management by ensuring work is undertaken with integrity, competence, objectivity and confidentiality. Contribute to ensuring the External Auditor and the general public can place reliance on the work of the Internal Audit Service.
20. Keep up to date with all relevant legislation, developments in combatting fraud. Maintain a view of current and emerging trends in the wider fraud arena, to ensure new developments are highlighted and assessed for impact on BBC's processes or systems
21. Deputise for the Audit & Corporate Fraud Services Manager where required in relation to counter fraud.
22. Undertake all the duties within the framework of Equal Opportunities.
23. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
24. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Counter Fraud Specialist	Date Prepared:	3 August 2017
Department:	Audit and Counter Fraud	Band:	8

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Direct and relevant experience at a senior level of Counter Fraud, Bribery, Corruption and Anti Money Laundering and the various approaches to differing types of investigations.	✓		AF/I
1.2	Experience and knowledge at a senior level of the legislative requirements and operational delivery of a Counter Fraud Service.	✓		AF/I/T
1.3	Ability to interpret legislation and disseminate at all levels	✓		AF/I
1.4	Technical and practical knowledge at a senior level of Fraud Investigatory principles and practice, including criminal and Civil action.	✓		AF/I
1.5	Direct and relevant experience of carrying out and managing fraud investigations; including producing witness statements, writing comprehensive reports and presenting at hearings, tribunal and Court (Crown, Magistrates and County).	✓		AF/I
1.6	Detailed and working knowledge of requirements of P(E)ACE and Acts relating to prosecutions and investigation work; including CPIA, DPA, RIPA, Human Rights Act, Fraud Act 2006, Theft Acts, Counterfeit and Forgery Act 1981, Bribery Act 2010, Money Laundering Regulations and Safeguarding.	✓		AF/I/T
1.7	Delivering counter fraud awareness training.		✓	AF/I
1.8	Working collaboratively with other enforcement agencies	✓		AF/I
2.	PROFESSIONAL BEHAVIOURS			
2.1	<p><u>Integrity</u> Establishes trust and thus provides the basis for reliance on their judgement.</p> <ul style="list-style-type: none"> • Shall perform their work with honesty, diligence and responsibility. • Shall observe the law and make disclosures expected by the law and the profession. 	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> • Shall not knowingly be a party to any illegal activity, or engage in acts that are discreditable to the profession of internal auditing or to the organisation. • Shall respect and contribute to the legitimate and ethical objectives of the organisation. 			
2.2	<p><u>Objectivity</u></p> <p>Exhibit the highest level of professional objectivity in gathering, evaluating and communicating information about the activity or process being examined.</p> <p>Make a balanced assessment of all the relevant circumstances and are not unduly influenced by their own interests or by others in forming judgements.</p> <ul style="list-style-type: none"> • Shall not participate in any activity or relationship that may impair or be presumed to impair their unbiased assessment. This participation includes those activities or relationships that may be in conflict with the interests of the organisation. • Shall not accept anything that may impair or be presumed to impair their professional judgement. • Shall disclose all material facts known to them that, if not disclosed, may distort the reporting of activities under review. 	✓		AF/I
2.3	<p><u>Confidentiality</u></p> <p>Respect the value and ownership of information they receive and do not disclose information without appropriate authority unless there is a legal or professional obligation to do so.</p> <ul style="list-style-type: none"> • Shall be prudent in the use and protection of information acquired in the course of their duties. • Shall not use information for any personal gain or in any manner that would be contrary to the law or detrimental to the legitimate and ethical objectives of the organisation. 	✓		AF/I
2.4	<p><u>Aptitude</u></p> <p>Apply the knowledge, skills and experience needed in the performance of work.</p> <ul style="list-style-type: none"> • Shall engage only in those services for which they have the necessary knowledge, skills and experience. • Shall continually improve their proficiency and effectiveness and quality of their services. 			AF/I
3.	COMPETENCIES			

	REQUIREMENTS	Essential	Desirable	Assessed
	DECIDING AND INITIATING ACTION			
2.1	<ul style="list-style-type: none"> a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity 	✓		AF/I/T
	ADHERING TO PRINCIPLES AND VALUES			
2.2	<ul style="list-style-type: none"> a) Upholds ethics and values b) Demonstrates integrity c) Promotes and defends equal opportunities, builds diverse teams d) Encourages organisational and individual responsibility towards the community and the environment 	✓		AF/I/T
	RELATING AND NETWORKING			
2.3	<ul style="list-style-type: none"> a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict e) Use humour appropriately to enhance relationships with others 	✓		AF/I/T
	APPLYING EXPERTISE AND TECHNOLOGY			
2.4	<ul style="list-style-type: none"> a) Applies specialist and detailed technical expertise b) Develops job knowledge and expertise through continual professional development c) Shares expertise and knowledge with others d) Uses technology to achieve work objectives e) Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity f) Demonstrates an understanding of different organisational departments and functions 	✓		AF/I/T
	CREATING AND INNOVATING			
2.5	<ul style="list-style-type: none"> a) Produces new ideas, approaches or insights b) Creates innovative products or designs c) Produces a range of solutions to problems d) Seeks opportunities for organisational improvement e) Devises effective change initiatives 	✓		AF/I/T
	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS			
2.6	<ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction 	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	<ul style="list-style-type: none"> b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals 			
4.	EDUCATION AND TRAINING			
3.1	Recognised Counter Fraud accreditation e.g. PINS or other	✓		AF/I
3.2	Evidence of CPD	✓		AF/I