

Counter Fraud Support Officer Candidate Pack



Counter Fraud Support Officer

Salary: Band B £20,324 to £21,529 FTE

30 hours per week, Permanent

A generous annual leave allowance of 23 days plus bank holidays

The shared service Counter Fraud Team provide fraud prevention and investigation services for both Dartford Borough Council and Sevenoaks District Council.

We work to ensure public money is protected and seek to actively deter fraud and promote our anti-fraud strategy. People are at the heart of what we do, and we aim to protect vulnerable groups within our society as well as allow local businesses to thrive and prosper.

As a Fraud Support Officer you will provide support to the Counter Fraud Team to ensure that all referrals are collated, assessed, reported and assigned for further action.

We are looking for a candidate who has a natural curiosity to follow referrals for possible fraudulent claims. As a large part of this role involves reviewing and inputting data, you must have strong analytical skills, attention to detail and excellent IT skills. The ideal candidate will have a thorough understanding of relevant legislation around protecting personal data and will be confident implementing this.

The Fraud Support Officer will work in an immediate team of three. However, you will work closely with other departments within the council such as Benefits and Housing as well external partners including the police and local law enforcement agencies. Excellent communication skills and the ability to handle difficult situations is therefore an advantage.

Interested in the role and want to know more?

For an informal discussion about the role, please contact Glen Moore Counter Fraud Manager on glen.moore@sevenoaks.gov.uk

For information about the application process, please contact HR on 01732 227295 or 01732 227361 or at human.resources@sevenoaks.gov.uk

Need advice on how to ensure you have the best chance of being shortlisted?

Read the Job Description and Personal Specification in the Candidate Pack and ensure that your supporting statement explains how you meet the essential requirements as your application will be judged against these criteria.

Closing date for applications: Friday 9 April 2021

Interviews: week commencing Monday 19 April 2021

About the role

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About the Council

Sevenoaks District Council is a unique place to work. It's a place where positive and passionate people deliver some of the very best services in local government. We are honoured to be recognised as one of the most efficient, well managed councils in the country, an achievement we work hard to maintain.

There are very few councils that still collect all the rubbish and recycling every week using their own team of people. We are exceptionally proud that the people who work here care deeply about what they do, that they are creative, embrace risk and work hard to deliver exceptional services to our customers and to improve the Sevenoaks District. It's our team of people that makes Sevenoaks District Council unique.

We've worked hard to develop a no 'blame culture' among the people that work here. It's a place where staff take responsibility for the work they do and are empowered to take the decisions that help them to do their job effectively. We encourage new ideas and innovation and provide people with the support and training they need to become the very best at what they do.

Our mantra of 'the customer is anyone who isn't me' helps to grow strong and positive working relationships across our council services, and ensures our residents, businesses and partners receive the very highest quality of service each time they contact us.

Recruiting the right people to our team is incredibly important to us and instrumental to our success. We value personal qualities as much as we do the skills and knowledge to do the job. We want people who can embrace our culture, that have ambition and determination and have the ability to shape our future

Our vision

We're committed to delivering excellent services. This means we are ambitious for our staff, our customers and our Council. Together we work to shape the District for future generations to make it a great place to live, work and enjoy.

Our mission

To work smarter with an empowering culture, a focus on wellbeing and a dynamic and innovative approach.

The Sevenoaks District provides a great range of housing options whether you are looking to rent or buy.

Many of our staff live outside of the District. With excellent links by road and rail it makes Sevenoaks District Council an employer that is accessible from most parts of Kent and further afield.

The Council is fortunate to have its own car park which, increasingly rarely, is free to all staff to use. The council also supports car sharing and is a member of the cycle to work scheme.

Much of the District is surrounded by beautiful countryside, but our towns and villages have excellent transport links, good schools and a vibrant local economies.

Amongst the national chain stores are thriving local businesses, there are great places to eat and drink and a wonderful range of attractions for days out with friends and family.

The Sevenoaks District has three leisure centres, a range of local sports clubs and its own theatre. So if you have an interest in sport, film, comedy and stage there is something for you.

Transport

Sevenoaks mainline train station is a short walk from the Council offices and regular trains take approximately 30 minutes into central London.

The M25, M20 and A21 are all within a short drive of the Council offices.

Gatwick airport is just over a 30 minute drive and Heathrow airport is just over an hour's drive away.

Sevenoaks town

The Council's offices are based a short stroll away from the heart of Sevenoaks town. Sevenoaks is a busy town centre with a wide variety of shops, restaurants and cafes. There is a regular weekly market, as well as a choice of supermarkets, a theatre and a cinema.

The town also has the advantage of the wonderful Knole Park, including its deer, just a few minutes walk from the door of the offices for those that like to get away from it all during their lunch break.



Our values

S

Strong sense of pride in our district

E

Enthusiastic and committed

V

Valuing others, valuing each other

E

Empowered to achieve

N

No blame culture

O

Open to new ideas; dedicated to developing talent

A

Ambitious with our community

K

Keep learning; keep improving

S

Sharing services; working closely with others

Annual Leave

You will be given 23 days annual leave plus any Bank Holidays. An extra five days leave is accrued after five years Continuous Local Government Service as at 1 April. Bank Holidays are pro rata (for part time staff) based on the amount of hours you work. You will be eligible to buy additional leave or have an increased salary by selling annual leave.

Pension

We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a contributory scheme that requires contributions from both employer and employee. The rate Sevenoaks as the employer currently pays is 18.7%. **Your contribution rate would be 5.8%.**

Health and wellbeing benefits

Free and confidential employee assistance programme

Confidential and expert advice in many areas, including family, legal, financial and consumer issues.

Regular onsite health check appointments available

We regularly offer mini health checks with our onsite Occupational Health Advisor, who offer checks on blood pressure, 'Know your numbers', body mass index, weight, risk of diabetes, stress management tips and 'Take a Walk' tips.

We also offer onsite free flu vaccinations and discounted osteopathy treatments.

Eye care

We offer eye care vouchers on request every two years to staff who use computers for a significant part of their work.

Financial benefits

Free staff car parking

Onsite staff car park, free of charge to everyone.

Cycle to work scheme

You can get a new bike for a significantly reduced cost by saving on tax and National Insurance (and paying for it monthly through your salary).





Season ticket loan

We offer season ticket loans up to a maximum of £5,000, repayable over 12 months.

Car loan

You can apply for a loan up to a maximum of £10,000 to purchase a car, repayable over a maximum of five years at a low rate of interest.

Professional fees

Staff in roles where ongoing membership of a recognised professional body, (where this membership is gained through a qualification), is an essential requirement in the person specification for their job can claim the cost of one membership fee per year.

Recognition, Learning and Development

We believe all our employees have the potential to grow, both in their work role and personally, and endeavour to provide opportunities for this growth. We work within recognised good practice guidelines, including Investors in People, to ensure both the quality and quantity of training and development is relevant and “fit for purpose”.

The Talent in Me (TiM)

TiM is open to everyone and there are more than 60 courses available to choose from. Courses are ‘bite-sized’. Each one takes one to two hours to complete and are delivered by our own in-house service experts or external providers.

E Learning

We offer e-learning courses that enable you to train at your desktop, working at your own pace wherever and whenever you want.

Coaching

We offer a tailored coaching programme with a number of professionally trained internal volunteer coaches, designed specifically to support staff performance and development and our culture, with a focus on specific skills and goals.

Apprenticeships

Any member of staff can apply to undertake an apprenticeship. There are now over 200 new apprenticeship standards with more in development.

Family friendly polices

Maternity leave

Staff who have worked for us for more than 12 months, receive enhanced maternity pay of the first six weeks paid at 90% of the weekly salary, followed by 12 weeks paid at 50% of the weekly salary, followed by 21 weeks at a statutory rate.

Paid paternity leave

Employees who have worked for us for more than 12 months receive enhanced paternity pay of two weeks at 90% of the weekly salary.

Flexible working

We are proud to offer a range of flexible working arrangements to all of our staff. We are happy to consider reduced hours, job shares, home working and more, ensuring the needs of the organisation continue to be met.

Other staff benefits

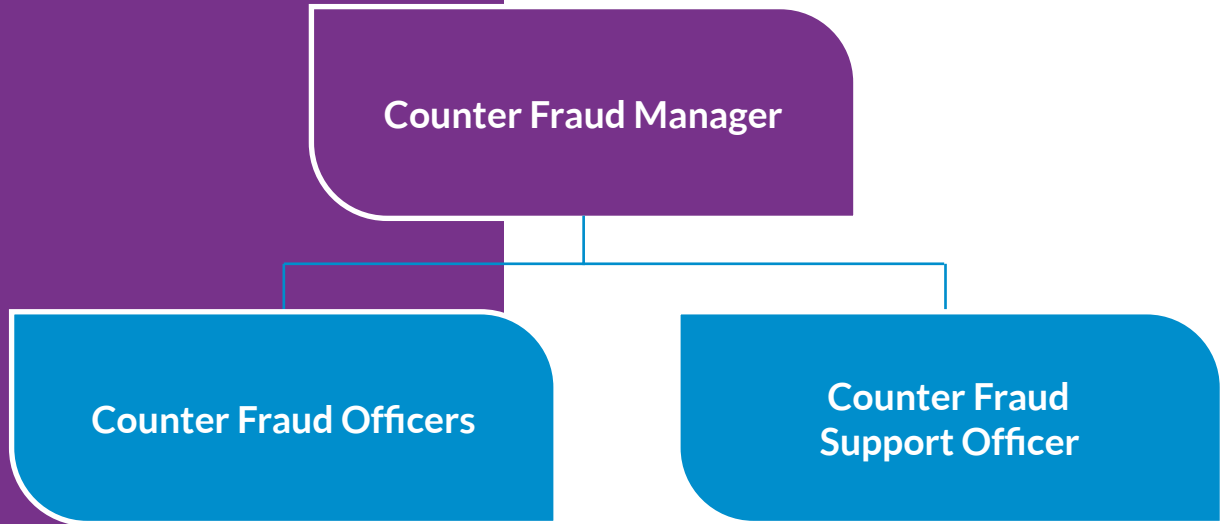
We participate in the Kaarp Benefits Scheme, a voluntary benefit scheme for local authority employees. The Benefits change regularly but include:

- Activities - discounted theme park entry and/or hotel rooms.
- Finance - special deals, insurance and personal finance.
- Health - money off many sports and fitness centres and golf courses.
- Motoring - discount car club, reduced breakdown cover, car servicing/MOTs and money off driving lessons.
- Shopping - many deals and offers
- Travel - A travel club, discounts on holiday insurance, hotels and airport parking.
- Local discounts – these include many offers and discounts for restaurants, hotel rooms, hairdressers, dry cleaners and more.

Staff Benefits



The structure of the Team



Title of post: Counter Fraud Support Officer

Band: B

Reports to: Counter Fraud Manager

Purpose of post: To work within the Council's shared service Counter Fraud Team, developing close working relationships with all internal and external clients to actively deter fraud, promote the anti-fraud strategy and protect public funds.

To co-ordinate and manage the team's initial sifting procedures for all nationally generated counter fraud initiatives.

To create and be an integral part of all locally sourced counter fraud initiatives to ensure that exercises have the drive and momentum to ensure that public expenditure provides value for money and ever increasing levels of public assurance.

To co-ordinate and manage the team's assessment of and responses to information requests received under the Data Protection Act exemption clauses.

Key activities

- Using your own initiative and a broad knowledge of the Council Tax Single Person Discounts scheme co-ordinate and report upon the initial sifting of the referrals received from the annual Council Tax National Fraud Initiative Exercise (NFI), bringing the most serious frauds to the immediate attention of the Counter Fraud Manager .
- Using your own initiative and a working knowledge of the Council Tax Reduction, Housing Benefit and Housing Waiting List schemes, co-ordinate and report upon the initial sifting of the referrals received from the bi-annual Main National Fraud Initiative Exercise (NFI), bringing the most serious frauds to the immediate attention of the Counter Fraud Manager.
- Utilising a working knowledge of the Business Rates Small Business Rates Relief (SBRR) scheme co-ordinate the initial sifting of SBRR fraud referrals and where appropriate contact the relevant local authorities for further information using the appropriate powers under counter fraud legislation.
- Using a broad knowledge of the Data Protection Act 2018 exemption clauses co-ordinate the team's assessment of and responses to daily requests for personal data under this scheme. This will involve rejecting applications which do not meet the scheme's criteria and restricting data releases to avoid breaching the strict protocols of the legislation.

- To communicate and to give general advice to members of the general public contacting the department because they have become aware that are the subject of a civil or criminal investigation. This may involve having some difficult or sensitive conversations, whilst dealing with very distressed customers.
- To publicise and promote the work of the Counter Fraud Team with both internal and external service users and to identify areas of work in which the team can expand its operations into and provide greater protection of the public pursue and create higher levels of assurance in the public sector.
- Co-ordinate and manage the Counter Fraud Team referral database to ensure that all referrals are assessed and actioned within the team's strict assessment timeframes.
- Using extensive Excel knowledge and skills, co-ordinate and manage the Counter Fraud Manager statistical database to ensure counter fraud statistics are correctly logged and up-to-date. This will involve understanding and correcting formulas within Excel databases.
- To liaise with and support Counter Fraud Officers in relation to building criminal case files for large complex fraud investigations. This may include using your own initiative to issue early stage requests for information or liaising with/supporting witnesses at end-stage legal proceedings.
- Using a working knowledge of the Police and Criminal Evidence Act 1986 support Counter Fraud Officers within formal interviews (interviews under caution) and offer guidance and feed-back on procedural matters where omissions have been made.
- Participate in all ad hoc team review exercises providing guidance and support in relation to these large scale verification exercises.
- Working in conjunction with the Counter Fraud Manager collate, review and respond to all information requests from the Single Fraud Investigation Service (DWP). This will require a broad knowledge of the welfare system as well as an understanding of how a standard criminal investigation is constructed.
- To participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- To comply with standard employee Health and Safety at Work responsibilities.

- To participate fully in the Council's staff appraisal scheme.
- To comply with standard employee Health and Safety at Work responsibilities.
- To comply with the Council's Equal Opportunities policy.
- To comply with the Council's Officer Code of Conduct.
- To carry out any other related duties as may be directed from time to time by the Head of Finance and Human Resources.

Location

Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG

Personal attributes

Essential

- Takes an active interest in delivering a high standard of customer service. Deals with enquiries, problems and difficult situations in a calm and reasoned manner.
- Works as part of a team and on own initiative and shows commitment to team objectives and targets.
- Communicates effectively in a variety of situations. Has confidence to effectively represent the Council within the scope of the post.
- Understands the impact of individual actions and behaviours on the business and reputation of the Council and undertakes tasks accurately and thoroughly. Has an open-minded approach to new ideas and innovations.
- Achieves targets and deadlines through good planning and time management. Proactive, reliable, flexible, hard working, enthusiastic with a desire to understand processes.
- Retrieves relevant information quickly and efficiently and uses it to make effective decisions. Analyses problems and develops solutions. Accurate and methodical approach.
- Shows commitment to discovering fraudulent claims.
- Manages time and resources effectively.

Skills and experience

Essential

- Effective verbal and written communicator.
- High levels of interpersonal and numerical skills.



Person specification

- Excellent customer care skills and good customer care practice.
- Experience of liaising and/or working with the general public, other organisations and agencies.
- Good computer literacy including good knowledge of Excel packages.
- Analytical skills including comparing databases and information sources.
- Ability to work on own initiative.
- Ability to organise workload and keep to strict deadlines.

Desirable

- Experience of Document Imaging systems including retrieval, publishing and amending documents.
- Experience of Academy software, especially within the areas of Benefits, Business rates and Council Tax.
- An interest in fraud work, and a natural curiosity to follow referrals of possible fraudulent claims.

Specialist knowledge and qualifications

Essential

- An understanding of the Data Protection Act, especially in relation to the exemption clauses.
- An understanding of the Police and Criminal Evidence Act and how it impinges on criminal investigations.
- A general understanding of the welfare system, Council Tax discounts and exemptions and reliefs applicable to Business Rates tax payers.

General/special circumstances

Essential

- Willingness to undertake any relevant training.
- Willing to do additional hours on specific projects or at specific times of the year, which may be outside normal working hours.
- Smart appearance, punctual and reliable.