WHERE CAREERS THRIVE

When potential is unlocked, talent *thrives*

West Northamptonshire Council

Fraud Support Intelligence Officer

Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

West Northamptonshire Council

Purpose and impact:

To provide a support role for the Counter Fraud team including pre-investigative tasks as well as being the Single Point Of Contact for the Department for Work and Pensions Investigation Service and manage the Housing Benefit and Council Tax Reduction Scheme joint working investigation enquiries from start to finish.

Accountable to:

This role is accountable to the Counter Fraud Manager. The role sits within Internal Audit and Risk Management and part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. To be the Single Point of Contact (SPOC) between West Northants Council (WNC) and the Department for Work and Pensions (DWP), liaising with the DWP Fraud Investigators and Customer Compliance Officers. Responsible for data analysis of WNC's Housing Benefit and Council Tax systems, providing information using the Local Authority Information Exchange Form (LAIEF) process, meeting time-bound Performance Standards to ensure all queries are resolved promptly.
2. To produce MG11 witness statements when required for DWP prosecution cases detailing the systems checks and evidence relating to Housing Benefit (HB) and Council Tax Reduction Scheme (CTRS) overpayments. Attending court when required to give evidence on behalf of WNC regarding the systems checks undertaken.
3. To support the Counter Fraud team with fraud referrals or other enquiries received from members of the public, internal departments and stakeholders as appropriate.
4. Assist with the National Fraud Initiative (NFI) data matches relating to Housing Benefit and Council Tax Reduction claims. This involves interrogating WNC's Housing Benefit and Council Tax systems and if a discrepancy is found, to compile a report to the WNC Benefit Seniors and or the DWP with recommendations for action to ensure correct benefit is applied and any loss is duly identified and recovered.
5. To assist the Counter Fraud Team delivery of fraud awareness and prevention sessions to services promoting resilience to risk.
6. Working as part of a team with the Counter Fraud Manager and Counter Fraud Officers. Assisting with evidence gathering for non-benefit investigations where there may be a loss to public funds. For example; means tested services, such as council tax reduction and single persons discount schemes, grant applications and housing fraud, for example housing and homeless applications, right to buy or sub-letting.
7. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.
8. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
9. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Note: Where digital skills are an important part of the role, candidates may be asked to complete a separate task or assessment to demonstrate their ability to use Microsoft 365 and other relevant systems.

Skills and abilities:	Essential / Desirable	Measured by
Ability to understand and present information and legislation, in a clear and appropriate format, interrogating systems data, updating case notes and actions using case management systems.	E	A, T, I
Effective communication skills with colleagues and customers, both verbal and written with ability to negotiate diplomatically with difficult customers.	E	A, T, I
Ability to establish and maintain effective working relationships with key stakeholders, liaising with them and exchanging information while having regard to the Data Protection Act.	E	A, T, I
Ability to prepare professional quality reports and presentations, drawing together relevant information from multiple sources and understanding key lines of enquiry.	E	A, T, I
Ability to work independently, using own initiative, tact and discretion as required when working alone or away from the office.	E	A, T, I
Ability to efficiently undertake data and statistical analysis and be able to effectively interpret and evaluate information gathered to progress and conclude to appropriate outcomes.	E	A, T, I
Highly organised and have the ability to plan activities/projects well in advance, taking account of changing circumstances and priorities, managing time effectively.	E	A, T, I
Ability to work collaboratively and effectively as part of a high-performing team, contributing positively to a culture of professionalism, accountability, and continuous improvement.	E	A, T, I
This is applicable to all roles in WNC: Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	E	A, T, I
This is applicable to all roles in WNC: Information & Data Handling**:** Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	E	A, T, I

Knowledge:	Essential / Desirable	Measured by
Extensive knowledge of computer systems, including Benefits/Council Tax systems Academy and Enterprise.	D	A, T, I
Familiar with the protocols and procedures relating to investigations including; Data Protection Act (DPA) 2018, Regulation of Investigatory Procedures Act 2000, Criminal Procedures and Investigations Act 1996, Proceeds of Crime Act 2002, Social Security Administration Act 1993 and Social Security Fraud Act 2001.	E	A, T, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in Revenues & Benefits, or a fraud investigation or similar Local Government role.	D	A, T, I
Capable of prioritising conflicting demands in relation to workload and dealing with contentious or sensitive issues.	E	A, T, I
Experience of data analysis and collating information for specific purposes within a time frame with accuracy.	E	A, T, I

Education, training and work qualifications:	Essential / Desirable	Measured by
GCSE in Maths and English or be able to demonstrate equivalent qualifications/experience.	E	A, T, I, D
DPA training.	E	A, T, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Basic Disclosure, Barring Service check is required.

Day-to-day in the role:

Job family and salary band:	WNC Scale 05	**Worker type:**	Flexible
People management responsibility:	NA	**Budget responsibility:**	NA

Current pay scales and other benefits are published on the Jobs and Careers section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role is 22.2 hours per week part time.

This role has been identified as a flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours:

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

WNC values colleagues as individuals and encompasses our different perspectives to deliver our collective ambitions. One West inclusive culture.

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council