

ROLE PROFILE

Role Title:	Fraud Officer
Directorate:	Finance and Growth
Department:	Assurance, Risk and Transactions
Role Purpose:	To assist with investigating frauds across the business and across all directorates. To promote fraud awareness across Midland Heart
Reporting to:	Risk and Assurance Manager
Responsible for:	N/A
Disclosure level:	Basic DBS, Credit Check and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • To act as the lead officer on fraud, coordinating Midland Heart's investigations and response when an investigation is required, providing outcomes and potential actions to be undertaken by the company. • Supporting and advising others on complex cases to ensure all cases are dealt with effectively. • Base lining existing activity in relation to housing fraud and making. • recommendations for improvements to systems, process and structures to maximise opportunities for the detection, investigation and resolution of housing fraud. • Establishing and maintaining networks for the purpose of sharing best practice. • Developing comprehensive procedures to ensure the effective use of all available tools and powers. • Maintain an up to date knowledge of relevant civil and criminal legislation and best practice. • To be responsible for responding to, investigating and resolving reports of fraud. • To develop and implement effective working practices and procedures for dealing with housing fraud ensuring compliance with relevant legislation and regulations. • To be responsible for the development and delivery of fraud prevention initiatives including appropriate publicity. • Establish a system to accurately record all relevant information on fraud cases and to provide data/statistics as required.
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	<ul style="list-style-type: none"> • Develop and establish protocols with other Registered Providers within the local authorities that Midland Heart operates for information exchange and joint working exercises. • Organise, co-ordinate and participate in national and local joint anti-fraud initiatives. • Monitor and manage the NFI Database, responding to enquiries and anomalies within agreed policy and procedure. • Support the business in coordinating an annual programme of tenancy reviews focusing on tenancies which are at high risk of housing fraud. • Support Housing Officers in the identification and investigation of tenancy fraud cases. • Draft accurate, concise reports for all investigated cases, making appropriate recommendations to the business for each case reviewed. • To liaise with Legal Services in order to prepare appropriate submissions for referral to the Police, the Department for Work and Pensions or any other Government department, giving witness statements and attending court as required.
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<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • Educated to A Level standard or above and have obtained 5 GCSEs Grade C or above including English and Maths. • Good level of IT skills, including Microsoft Excel, Word, and PowerPoint. • Relevant professional qualification is preferable e.g. Accredited Counter Fraud Specialist (ACFS) certificate, formalised Fraud Practitioner qualification or similar, or relevant experience.
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<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Able to demonstrate significant operational experience in the application of social housing legislation, particularly relating to fraud. • Able to demonstrate a sound knowledge of accepted good practice in fraud investigations and prevention within the social housing sector. • Able to demonstrate personal planning and prioritising work to meet competing deadlines. • Able to demonstrate experience of personal contributions to service improvement. • Experience in dealing with members of the public and dealing with conflict. • Experience of working with other organisations and agencies to achieve successful outcomes.
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Role Specific Skills & Behaviours	<ul style="list-style-type: none">• Good communication skills both verbal and written, with the ability to engage a range of audiences.• Ability to meet challenging targets and prioritise workloads.• Ability to formulate effective and appropriate recommendations based on sound technical knowledge.• Ability to challenge senior stakeholders internally and third-party contractors externally.• Flexible and prepared to work out of normal office hours according to the needs of the service.• Able to travel around the Midlands.• Able to demonstrate excellent organisational and problem-solving skills.• Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.
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