

Job Description

Job title	Counter Fraud Intelligence Analyst
Directorate	BUSINESS : Business Support
Division	Finance & Business Improvement
Range	MPR 4
Reports to	Counter Fraud Manager

Main purpose of the job:

To support the counter fraud team on the delivery of proactive exercises designed to identify instances of potential fraud and error and support the investigation of alleged fraud and similar crimes, ensuring key legislation and internal policies are adhered to and desired outcomes are achieved, while also acting as the teams Single Point of Contact.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Acting as the first point of contact for all referrals received by the team, monitoring the shared team email account and the fraud hotline, including taking accurate and detailed messages of referrals received, and analysing matches received from the National Fraud Initiative (NFI) and the Kent Intelligence Network (KIN) to identify cases appropriate for investigation; setting up investigation records on the fraud case management system.

Carrying out risk analysis as directed by the Counter Fraud Manager and to assist in sifting referrals received.

Carrying out research / desktop checks and gather information connected to allegations of fraud as directed by the Counter Fraud Manager and/or Counter Fraud Officers and provide general support in the conduct of investigations and preparing written intelligence reports, outlining all enquiries undertaken and intelligence identified.

Acting as first point of contact for requests for information received by the team from other bodies, maintaining records of the requests received and information provided in response and as the Single Point of Contact (SPOC) between Medway Council & Gravesham Borough Council and the Department for Work & Pensions Fraud & Error Service (FES),

Attending meetings with partner organisations and completing actions associated with partnership working for the prevention and detection of crime.

Assisting council departments with the verification of information supplied on applications, as part of the council's efforts to prevent fraud entering the system.

Producing necessary information and statistics at the request of service management to enable reporting to Senior Management and Members.

Carrying out analysis of internal records and conducting internal data matching aimed at identifying instances of potential fraud and maintaining appropriate records of all such activity in line with GDPR requirements and council data retention policy.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Counter Fraud Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

The role operates a hybrid working pattern with a minimum of two days per week office based, with duties to be carried out at the offices of both Medway Council (Gun Wharf, Chatham) and Gravesham Borough Council (Civic Centre, Gravesend), and require visits to other council locations (including schools) across both local authorities and any location in either area for the purposes of investigations.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

Good standard of academic education, with 4 GCSEs Grade 4 (A to C) or above (including Maths and English), or equivalent.

Level B (in addition)

As per level A.

Level C (in addition)

Hold Accredited Counter Fraud Technician (ACFT) or other intelligence / Data Analysis qualification.

Knowledge

Level A

Awareness and understanding of data protection and confidentiality requirements.

Working knowledge of Microsoft Office applications, such as Excel.

Level B (in addition)

Working knowledge and understanding of data protection and confidentiality requirements.

Working knowledge, understanding and practical knowledge of investigation processes, related legislation, and codes of practice.

Basic level of understanding of local government operations.

Working knowledge of council computer systems, including investigation management systems.

Level C (in addition)

Advanced knowledge, understanding and practical knowledge of investigation processes, related legislation, and codes of practice.

Advanced knowledge and understanding of data protection and confidentiality requirements.

Advanced working knowledge of council computer systems, including investigation management systems.

Good level of understanding of local government operations.

Advanced knowledge of Microsoft Office applications, such as Excel.

Experience

Level A

Use of Microsoft Office and/or other relevant IT applications.

Working with initiative, and as part of a team.

Analysing data from a variety of sources and systems, including manual and computer-based records.

Level B (in addition)

Minimum one year of practical experience.

Use of various council computer systems, including investigation management systems.

Understanding, and complying with legislation, policy, procedures, and guidance.

Working effectively with colleagues

Meeting set deadlines and managing own work.

Logging referrals received from a variety of sources, including via email or telephone, in the investigation management system.

Risk assessing referrals of suspected fraud in standard areas of business, with support from experienced colleagues.

Reviewing data matching results, such as NFI, in standard areas of business to identify cases for investigation, with support from experienced colleagues.

Undertaking proactive activity, such as analysis of internal data, to identify potential fraud, with support from experienced colleagues.

Carrying out research and desktop enquiries related to allegations of fraud to support the conduct of investigations, with support from experienced colleagues.

Preparing written intelligence reports with support from experienced colleagues.

Researching internal systems to identify information required to respond to Data Protection requests from external bodies, with support from experienced colleagues.

Gathering necessary Housing Benefit information to respond to requests from the FES, with support from experienced colleagues.

Maintaining records relating to Data Protection requests and FES requests, with support from experienced colleagues

Level C (in addition)

Interpreting, understanding, and complying with legislation, policy, procedures, and guidance.

Risk assessing referrals of suspected fraud in standard areas of business with minimal supervision or with support from colleagues in sensitive/complex areas.

Reviewing data matching results, such as NFI, in standard areas of business with minimal supervision, or with support from colleagues in sensitive/complex areas, to identify cases for investigation.

Undertaking proactive activity, such as analysis of internal data, with minimal supervision, or with support from colleagues in sensitive/complex areas, to identify potential fraud.

Carrying out research and desktop enquiries related to allegations of fraud to support the conduct of investigations, with minimal supervision, or with support from experienced colleagues in sensitive/complex areas.

Preparing written intelligence reports with minimal supervision, or with support from experienced colleagues in sensitive/complex areas.

Researching internal systems to identify information required to respond to Data Protection requests from external bodies, with minimal supervision.

Representing the service at multi agency meetings to gather information and feed back to the team.

Assisting council departments with the validation of information supplied with applications, with minimal supervision.

Gathering necessary Housing Benefit information to respond to requests from the FES, with minimal supervision.

Maintaining records relating to Data Protection requests and FES requests, with minimal supervision.

Skills

Level A

Basic interpersonal and communication skills, both oral and written.

Good listening skills, being able to extract relevant and important details.

Ability to be polite and courteous when dealing with members of the public.

Ability to maintain confidentiality.

Level B (in addition)

Ability to perform tasks professionally and with innovation; being adaptable to changing plans and priorities quickly to meet operational needs, committed, and motivated in approach.

Ability to be prioritise tasks to meet deadlines with limited flexibility, while maintaining high standards of quality.

Ability to effectively collate and interpret information from a small range of data sources.

Ability to analyse data and draw reasonable conclusions.

Ability to produce written reports presenting a variety of information in a clearly understandable way.

Ability to identify the difference between intelligence and evidence in basic areas of business.

Ability to analyse and review intelligence to assist others in decision making processes for the conduct of investigation.

Ability to maintain accurate records and statistical information, complying with legislative requirements.

Ability to deal effectively with confrontation or disagreement.

Ability to work effectively with colleagues at all levels, across a range of council services, treating all with dignity and respect.

Good interpersonal and communication skills, both oral and written, in order to communicate with a range of customers and colleagues.

Ability to explain straightforward tasks to others, where required.

Level C (in addition)

Ability to be prioritise tasks to meet set deadlines while maintaining high standards of quality.

Ability to effectively collate and interpret information from a wide range of data sources, including potentially complex data.

Ability to analyse large quantities of complex data, including potentially highly sensitive / complex / confidential data, to draw reasonable conclusions.



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Ability to produce written reports presenting a variety of information, including potentially sensitive / complex / confidential, in a clearly understandable way.

Ability to identify the difference between intelligence and evidence in all areas of business, including highly sensitive/complex.

Ability to analyse and review intelligence to inform decision making and guide the conduct of investigation.

Well-developed interpersonal and communication skills, both oral and written, in order to communicate with a range of customers and colleagues.

Excellent listening skills, being able to extract relevant and important details.

Ability to explain tasks to others with greater depth, where required. |



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