

Role title	Tenancy Fraud Investigator							Date	April 2021	
Reports to Title	Tenancy Fraud Manager							Version		
DBS Disclosure Required:	Yes	Yes	No		Standard		Enhanced	Yes	Enhanced	
Responsibility for End Results										
<i>Purpose: L&Q take tenancy fraud seriously, and this role will strive to ensure that we continue to effectively deal with any misuse of our properties and protect our resources. To establish L&Q as a leading success story in tackling subletting and other types of tenancy fraud across its stock.</i>										
Key Responsibilities / Deliverables:										
Main Accountabilities: List in order of priority, the major activities or functions necessary to achieve the job's end results.										
To work as part of a Tenancy Fraud team to detect and tackle unauthorised occupation, illegal subletting and tenancy fraud within L&Q homes, and further develop our strategy for the prevention and detection of unauthorised occupation, illegal subletting and tenancy fraud.										
To Investigate cases allocated ensuring transparency and compliance in all case file management, ensuring that cases are followed through to their conclusion using all available tools and resources. This will include working on complex, sensitive cases and may involve joint working with, with Local Authority Fraud Departments, the Police and other partners where appropriate considering differing aims and legislation.										
To work closely with our Tenancy Verificaiton team to investigate irregularities and instances of potential fraud that arise from our tenancy verificiaton programme.										
To take a forensic investigative approach to ensure successful outcomes where fraud is being committed. Using creative questioning approaches and plan when evidence is released										
To make informed decisions based on evidence gathered on whether to pursue the matter through legal action to recover properties that are being used fraudulently										
Compile and present files to L&Qs in-house legal team for civil cases and to Local Authority legal teams in both criminal and civil cases in the form of schedules, witness statements and exhibits while adhering to the GDPR and the Criminal Procedures Investigation Act. Good communication skills coupled with strong presenting and persuasion skills will be needed to ensure our recommendations are acted upon										
To attend and give evidence in both criminal and civil proceedings at County Court, Magistrates Court and Crown Court, and where appropriate to be able to brief our legal representatives or external representatives on the conduct, process and findings of the investigation during such proceedings.										
To ensure evidence of civil and criminal investigations is obtained recorded and retained lawfully and stored and shared in accordance with appropriate legislation under GDPR. Police and Criminal Evidence Act 1983 and the Criminal Procedures Investigation Act. Make use of systems to store the information in a secure manner.										
To recover monies made from unlawfully subletting our properties working with in house solicitors and external Fraud Teams and Solicitors. To take ownership of this process and use innovative methods to ensure this money is collected.										
To refer any cases to the Tenancy Fraud Manager where it is felt that a criminal prosecution is appropriate, ensuring compliance with CPIA/prevailing best legal practice. These files to be considered for legal action by the Tenancy Fraud Manager.										
To have and maintain an up to date knowledge of civil and criminal law and procedures as affects investigative and professional standards ensuring the organization is not open to complaints and prosecution. You will also have to use strong persuasion skills to ensure this good practice if adopted across the group.										
To achieve performance targets consistently and complete investigations in line with best practice and on a timely basis. To progress cases through to prosecution where necessary in liaison with Legal Services.										

Conduct visits to properties or other places wherever may be reasonably required and be able to carry out these tasks at unsocial hours or at weekends, if necessary, ensuring Health and Safety measures are adhered to.
To provide regular monthly management reports on the progress of investigations as well as case reports as requested by the Tenancy Fraud manager or above. Producing statistical information when required.
Promote Fraud awareness by providing information, advice and guidance to employees, residents and partners in relation to fraud detection and management. To ensure that other staff members can approach you for advice and guidance. To be able to present to other departments and suggest new working arrangements or processes when needed
Handle sensitive financial documents, requested in accordance with Prevention of Social Housing Fraud Act 2013 and where appropriate report any benefit fraud to the appropriate authority To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation
To be a fraud champion for a region and to engage with other colleagues in the wider Corporate Assurance & Risk Team to identify fraud and risk and work in partnership to mitigate and detect non-compliance and systems weaknesses

Financial Responsibility:		
People Responsibility: <i>The number (average or range) of employees that the role has supervisory / management responsibility for.</i>		
	Direct Reports	Indirect Reports
Total Employees	0	0
<i>Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities that means having work management responsibility over people (internal/external).</i>		
Technical Knowledge/Skills: <i>Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications</i>		
Self-motivated and innovative problem solver, target driven and solution focused mind set	Good analytical skills, able to identify inefficiencies and suggest solutions	
Excellent attention to detail and ability to multi-task	Excellent time management skills with the ability to set own and team's priorities in order to achieve set deadlines & targets.	
Highly IT literate with experience of using relevant IT systems, MS Office applications and D365.	Good interviewing skills both formal and in interviews under caution Qualifications required: Professional Counter Fraud qualification (PINS, ACFS) or to be able to show willingness to study towards this.	
Able to demonstrate strong administrative experiences, gained in a fast paced working environment	Resilient – able to manage excellent verbal and written communications skills, able to develop and influence relationships at all levels	

Team leadership skills which inspire and energise others in the vision for the department, able to lead, motivate and coach others to deliver excellence in Customer Service.	<p>Able to work collaboratively as part of a team in a target driven environment, flexible approach</p> <p>Some out of hours working and /or attendance at evening meetings will be required.</p>
Problem solving skills with relevant experience of conducting investigations in a front line environment and experience of case preparation and presentation at County, Magistrates and Crown Court	<p>Sound interpersonal skills with a positive approach and attitude with proven experience ability to deliver excellent customer care and valuing diversity</p> <p>A working knowledge of the law (both civil and criminal) relating to tenancy breaches, fraud, criminal offences and GDPR</p>
L&Q Values	
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.	
People	
We care about the happiness and wellbeing of our customers and employees	
Passion	
We approach everything with energy, drive, determination and enthusiasm	
Inclusion	
We draw strength from our differences and work collaboratively	
Responsibility	
We own problems and deliver effective, lasting solutions	
Impact	
We measure what we do by the difference we make	
Other	
<p>Commit to supporting L&Q's environmental policy and social mission</p> <p>I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks</p>	
<p><u>Compliance</u></p> <p><i>To work within L&Q's principle of 'safeguarding being everyone's business' and respond accordingly and in-line with L&Q's safeguarding policies, should you have concerns about a child or adult at risk.</i></p>	