

Harlow Council Employee Profile

Job Title: Housing Fraud Officer

Post Number: HM0017X

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	<p>Educated to A-Level standard or above and have obtained GCSE English & Maths (Grade A – C) or minimum Level 4 or equivalent.</p> <p>Able to demonstrate good literacy and numeric skills.</p> <p>A sound knowledge of fraud-related legislation, e.g. RIPA, the Fraud Act 2006, Data Protection Act 1998 etc. and Housing Legislation relevant to the investigative process of social housing fraud.</p>	Chartered Institute of Housing – accredited qualification.	Application Form Certificates
Related Experience	<p>Knowledge and experience of Housing Management gained in Local Authority, RSL or related organisation, including contact with the general public.</p> <p>Familiar with legal processes, court forms and protocols.</p> <p>Experience of fraud investigations and working in an investigative or enforcement role.</p> <p>Knowledge of Housing Law.</p> <p>Experience in undertaking detailed and complex investigations, interviewing witnesses, interviewing perpetrators and securing evidence and attendance at court.</p>		Application Form Interview
Special Circumstances	<p>Must be willing to work evenings and flexible hours to meet deadlines and attend meetings if required.</p> <p>Driving licence and access to a vehicle or other suitable means of transport.</p>		Application form Interview

<p>Special Knowledge, Training</p>	<p>Knowledge of current housing legislation used to address fraud, including tools to investigation and action.</p> <p>Understanding of the key aspects of landlord and tenant legislation and the Data Protection Act 1998.</p> <p>Have knowledge of current fraud and investigative legislation – prevention of Social Housing Fraud Act 2013, Criminal Procedure and Investigations Act 1996, Social Security Administration Act 1992, Fraud Act 2006, police and Criminal Evidence Act 1984</p>	<p>Experience of presenting cases in court on fraud cases and preparing legal papers.</p>	<p>Application form Certificates Interview</p>
<p>Skills and Abilities</p>	<p>Able to communicate effectively with a wide range of people both over the phone and in person</p> <p>Ability to extract information effectively from witnesses during interviews in accordance with relevant legislation.</p> <p>Can prioritise tasks against competing demands and deliver to very tight deadlines.</p> <p>Able to use Microsoft Office applications.</p> <p>Good letter and report writing skills. Ability to write effective and detailed witness statements with good standards of English and grammar.</p> <p>Establish and maintain accurate and concise records.</p> <p>Ability to analysis written and numerical information and draw conclusions.</p> <p>Good judgement in determining when to pursue a case. Clean DBS check</p>	<p>Contribute and make recommendations for improving the service.</p> <p>Familiar with the use of Orchard (Housing) software package.</p>	<p>Application form Interview</p>

<p>Disposition and Attitude</p>	<p>Practical and tactful approach to problem solving.</p> <p>Self-motivated team player.</p> <p>Works well and remains calm under pressure.</p> <p>Ready to work on own initiative and be able to liaise with a number of other Officers</p> <p>Pays particular attention to detail.</p> <p>Be able to deal with sensitive issues in a confidential manner, displaying a calm persona in difficult situations.</p> <p>Understands and is committed to equal opportunities and customer care.</p>		<p>Application form</p> <p>Interview</p>
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