

Harlow Council Employee Profile

Job Title: Housing Fraud Officer

Post Number: HM0017X

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	GCSE English and Maths Grades A – C or minimum Level 4 or equivalent. Able to demonstrate good literacy and numeric skills	Chartered Institute of Housing – accredited qualification.	Application form Certificates
Related Experience	Knowledge and experience of Housing Management gained in Local Authority, RSL or related organisation, including contact with the general public. A practical and procedural understanding of fraud-related legislation, and Housing Legislation relevant to the investigative process of social housing fraud. Experience in carrying out investigations, interviewing parties, evidence gathering and attendance at court Experience of working with customers, tenants, and representatives in challenging or sensitive situations.	Familiar with legal processes, court forms and protocols. Experience of fraud investigations and working in an investigative or enforcement role. Knowledge of Housing Law.	Application form Interview
Special Circumstances	Must be willing to work evenings and flexible hours to meet deadlines and attend meetings if required. Driving licence and access to a vehicle or other suitable means of transport.		Application form Interview

Special Knowledge, Training	Knowledge of current housing legislation used to address fraud, including tools for investigation and action. Understanding of the key aspects of landlord and tenant legislation	Experience of presenting cases in court and preparing legal papers.	Application form Interview
Skills and Abilities	Able to communicate effectively with a wide range of people Can prioritise tasks against competing demands and deliver to very tight deadlines. Able to use Microsoft Office applications. Good letter and report writing skills. Able to write effective and detailed witness statements. Establish and maintain accurate and concise records. Ability to analyse written and numerical information and draw conclusions. Good judgement in determining when to pursue a case. Clean DBS check		Application form Interview

Disposition and Attitude	Practical and tactful approach to problem solving. Highly determined and persistent, able to take ownership of issues, and pursue to conclusion. Self-motivated team player. Works well and remains calm under pressure. Ready to work on own initiative as well as work effectively across different services and agencies, both internal and external. Pays particular attention to detail. Be able to deal with sensitive issues in a confidential manner, displaying a calm persona in difficult situations. Willingness to undertake ongoing training and professional development. Understands and is committed to equal opportunities and customer care.		Application form Interview
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