



Coventry City Council

Job Description

Job Title:	Corporate Fraud and Error Officer	Job Number:	
Services:	Internal Audit	Post Number:	1033879
Location:	One Friargate	Grade:	5

Our Values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To support the delivery of the Council's fraud and corruption strategy and counter fraud framework through leading the workstream on Revenues Fraud and Error, and supporting the delivery of other priorities, including the National Fraud Initiative, supporting corporate fraud investigations and other proactive fraud and error exercises.

Main Duties and Responsibilities:

1. To co-ordinate all fraud referrals received by the Council in relation to Revenues and Benefits.
2. To undertake an initial assessment of all Revenues and Benefits Fraud referrals and determining whether an investigation should be carried out or not and where required an appropriate approach to investigating the concern.
3. To undertake investigations of referrals as appropriate on a timely basis
4. To undertake proactive reviews of council tax exemptions /discounts as directed, including determining what information is required to reach a decision as to whether fraud / error has occurred.
5. To assist in the National Fraud Initiative through initial sifting of matches and taking appropriate action, including the investigation of matches as required.
6. To ensure that the National Fraud Initiative portal is updated on a timely basis with the results of sifting / investigations, including financial outcomes.
7. To request from a range of sources information relevant to a review / investigation through the appropriate legal gateways (e.g. Data Protection Act)
8. To communicate with /interview customers relevant to a review / investigation and obtain statements where appropriate.
9. To ensure all investigations / reviews are carried out in accordance with appropriate legislation

10. To reach appropriate conclusions and determine (in-conjunction with the Chief Internal Auditor where required and in accordance with Council policy) whether any further action is required, including liaising with relevant departments to ensure action is taken on a timely basis to recover monies owed to the Council.
11. To maintain appropriate records of investigations / reviews, including the financial outcomes of work on a timely basis.
12. To liaise with external agencies as appropriate, including other local authorities and the DWP.
13. To assist the Chief Internal Auditor / other members of the Internal Audit Team in carrying out other corporate fraud investigations as requested.
14. To make suggestions of other areas which should be considered for review to detect fraud and error and undertake other proactive reviews as requested.
15. To makes suggestions for improvements to Council systems / processes to help prevent / detect fraud and error.
16. To train and supervise other members of staff in this area of work as required.

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	N/a	Responsible to:	Chief Internal Auditor
Date Reviewed:	8th April 2022	Updated:	8th April 2022



Coventry City Council

Person Specification

Job Title:	Corporate Fraud and Error Officer	Job Number:	New post
Services:	Internal Audit	Post Number:	New post
Location:	One Friargate	Grade:	New post

Area	Description
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Knowledge:	Knowledge of relevant legislation (e.g. fraud act, data protection act, council tax / benefits legislation)
	Knowledge of local authority services /functions, especially Council Tax / benefits
	Knowledge of fraud investigation techniques

Skills and Abilities:	Written and oral communication skills
	High degree of ability to deal with people and create positive customer relationships
	Organisational skills in planning and prioritising own work
	High level of investigative skills
	Able to cope with pressure
	Ability to work to deadlines and deliver targets
	Proactive and flexible approach
	Ability to reach appropriate conclusions on the findings of investigations

Experience:	Appropriate experience in an investigation role / council tax/benefits administration
	Experience of obtaining / assessing information from a variety of sources in order to inform decisions
	Experience in dealing with members of the public
	Knowledge and use of IT systems and packages, especially in relation to council tax / benefits

Educational:	Appropriate fraud investigation qualification / training
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Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to the post will be conditional upon the receipt of a satisfactory response to a check of police records via the Disclosure and Barring Service (DBS).
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