

## Role profile – Counter Fraud Investigator Level 3

- **Location:** Number One Riverside, Smith Street, Rochdale
- **Salary:** Grade 6 £32,061 - £35,412
- **Hours:** Full time
- **Annual Leave:** minimum 26 days holiday increasing with service
- **Benefits:**
  - Parking permit available
  - Flexible working hours
  - Discounted Gym membership
  - Staff Groups, including Gardening, Menopause Café & Crafting
  - Workplace Wellbeing initiatives
  - Lifestyle savings platform (Vivup)

## Succeed at Rochdale

- Support to thrive and develop your career
- Progression opportunities
- Culture of learning & development
- Ambitious plans for the future
- Wellbeing support
- Best Corporate Workplace in the UK
- Located at the Heart of Riverside surrounded by shops, cafes, bars & leisure facilities
- Fabulous public transport links

## Overview - duties

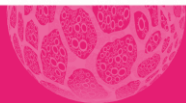
- To investigate all appropriate fraud referrals received within any time stipulated by the relevant legislation and deliver an efficient, effective and quality Counter Fraud Investigation Service.
- To adopt a flexible approach to normal work patterns including out of hours counter fraud visits and proactive multi-agency work.
- To participate in the National Fraud Initiative (NFI) and other relevant data matching exercises

## Purpose - objectives

- To meet the team priorities laid out on the Counter Fraud Team Plan and contribute to all Counter Fraud Team targets set annually.
- To act as ambassador for Counter Fraud by developing and maintaining effective and professional relationships within the service and with other services/partners to raise the profile of the Counter Fraud Team.
- To assist with any fraud awareness training within Rochdale Borough Council and to external bodies

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## Person specification



## Assessed via Application Form

### Skills, Experience & Knowledge

1. GCSE maths and English Language (A-C / 4-9) or equivalent.

2. Accredited counter fraud specialist or hold a similar or equivalent qualification (such as PINS – Professionalism in Security).

3. Experience of working within a counter fraud investigation environment.

4. Demonstrate your ability to conduct successful interviews under caution.

5. The willingness to adopt a flexible approach to normal work patterns including Out of hours' Counter Fraud visits and participation in proactive exercises.

6. Illustrate with examples your track record of making a positive contribution giving examples of particular good performance, ideas for improvement etc.

### Value

Pioneering, Passionate & Proud

Please confirm you are willing to adhere to these values and behaviours.

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## Person specification



The remainder of the person specification will be assessed at stage 2 of the recruitment process

### Skills and experience

### How assessed (A, I, P Assessment, Interview, Presentation)

1. Experience of preparing cases for prosecution or other sanctions.

Interview

2. Experience of joint investigation working conducted with other enforcement bodies and participating in proactive exercises.

Interview

3. Experience of making a positive contribution giving examples of particular good performance and ideas for improvement

Interview

4.. Describe your track record of providing good customer service? Give examples of where you have 'gone that extra mile

Interview

5. Describe your experience of working with IT applications e.g. Microsoft Office applications, revenues & benefits processing systems and fraud investigation management systems.

Interview

6. Illustrate your ability to work under pressure and meet deadlines / targets

Interview

7. Describe your experience of joint investigation work conducted with other enforcement bodies.

Interview

Knowledge	How assessed (A, I, P <small>Assessment, Interview, Presentation</small> )
8 The ability to self motivate and work un-supervised	Interview
9. Ability to work as part of a team, e.g. through helping other team members, improving team performance, communicating with others	Interview
10. Illustrate your ability to communicate in an effective and positive way with a wide range of people, e.g. telephone, letter, e-mails	Interview
11. Excellent communication and presentation skills and ability to present information which is clear and understandable	Interview
12. In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English.	Interview