

Role profile – Counter Fraud Investigator Level 2

- **Location:** Number One Riverside, Smith Street, Rochdale, OL16 1XU
- **Salary:** Grade 5 £28,598 - £31,022
- **Hours:** Full time
- **Annual Leave:** minimum 25 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)

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- **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

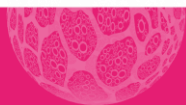
- To investigate all appropriate fraud referrals received within any time stipulated by the relevant legislation and deliver an efficient, effective and quality Counter Fraud Investigation Service.
- To adopt a flexible approach to normal work patterns including out of hours counter fraud visits and 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.

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Person specification



Assessed via Application Form/CV upload

Skills, Experience & Knowledge

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

2. The ability to conduct interviews. For example, informal interviews, interviews under caution, customer interviews, telephone interviews.

3. Experience of identifying potential fraud and reporting fraud.

4. The ability to self motivate and work un-supervised.

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

6. Please give illustrations of your ability to communicate in an effective and positive way with a wide range of people, e.g. telephone, letter, e-mails.

7. To adopt a flexible approach to normal work patterns including out of hours counter fraud visits and proactive multi-agency work.

8. Approach the job at all times using the values set out below:

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

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 working within a financial environment.

Interview

2. Experience of working within a customer focused environment.

Interview

3. The ability to work as part of a team, e.g. through helping other team members, improving team performance, communicating with others.

Interview

4. The ability to work under pressure and meet deadlines / targets.

Interview

5. Experience of working with IT applications e.g. Microsoft Office applications.

Interview

6. 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

Knowledge

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

9.

10.