

Fraud Officer
Breckland Council
37 hours per week
Starting salary £28,056 - £33,767 per annum

About the role:

As a Fraud Officer the main duties of your role are to conduct investigations into allegations of Council Tax Support, Single Person Discount and Social Housing Fraud. You will visit, correspond, and interview members of the public and liaise with other outside organisations including the Department for Work and Pensions. You will also conduct interviews under caution within the guidelines of the Police and Criminal Evidence Act.

You should be an excellent communicator, both verbally and written, and have the ability to prepare clear and concise reports suitable for use in criminal proceedings. You should be confident and be able to deal with difficult situations. You should be able to challenge customers effectively and be able to deal with conflict.

Ideally you will have fraud investigation experience and be able to collect, analyse and interpret information and computer records in the process of investigations.

What you will need:

- Great communication skills – written and verbal
- Team player and can work on own initiative
- Investigate allegations of fraud
- Excellent customer service skills
- Ability to update computer systems accurately
- Ability to cover all ARP areas
- To work proactively and be able to contribute to the team's targets
- Ability to work from home where necessary
- And above all enthusiasm!

Please refer to the job description and person specification for full details of this exciting opportunity.

Why work for us? Our benefits include:

- Generous local government pension scheme
- Flexible working options to enable worklife balance
- Agile working - ability to work in the office and from home
- Access to a unique employee benefits package
- Full on-job training
- A range of Health and Wellbeing initiatives
- A culture of learning and inspiring staff to focus on continuous learning
- Career development opportunities
- Essential car user allowance

For more information:

For an informal discussion and further information please contact Helen Hill, Fraud Manager on 01842 756524 or email helen.hill@angliarevenues.gov.uk. Please note, we are unable to accept CVs. Please return your application to humanresources@breckland.gov.uk

Closing date: 8th June 2025

Job description (link)

Person specification (link)

Core values (link)