

## Person specification

### Fraud Officer

Criteria	Attributes	Method of assessment
<b>Qualification and experience</b>	<p><b>Essential</b></p> <p>Must have recent experience of working in a busy office environment or have relevant qualifications in this field</p> <p>Excellent customer service skills</p> <p>Minimum of 5 GCSE passes at grade C or above to include English and Mathematics or relevant experience</p> <p>Demonstrate good numerical and writing skills</p> <p>Experience of working in a team</p> <p>Where not held, willing to undergo accredited training to expand on existing knowledge</p> <p><b>Desirable</b></p> <p>Fraud investigation experience</p> <p>Previous Local Government experience</p> <p>Considerable experience within a similar environment</p> <p>Two A-Level's or equivalent</p> <p>Accredited Counter Fraud Specialist (ACFS) or PINS (Professionalism in Security)</p> <p>IRRV Technician</p>	Interview, application and documentary evidence

<b>Knowledge</b>	<p><b>Essential</b> Knowledge of Capita (Academy), Civica and other computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use IT effectively and efficiently.</p> <p><b>Desirable</b> Knowledge of the Police and Criminal Evidence Act</p> <p>Experience of using the INTEC IDIS (data matching and credit report system)</p> <p>Knowledge of criminal investigations</p> <p>An understanding of Housing/Council Tax/Revenues legislation</p>	<p>Application and interview</p>
<b>Skills</b>	<p><b>Essential</b> Ability to gather and analyse facts and information</p> <p>Ability to interpret relevant legislation/regulations</p> <p>Ability to prioritise workload</p> <p>Be able to work to tight deadlines and work effectively under pressure</p> <p>Able to work on own initiative as well as part of a team</p> <p><b>Desirable</b> Ability to undertake Interviews Under Caution</p> <p>Knowledge of Council Tax Support and general welfare benefits</p> <p>Ability to prepare clear and concise reports to a standard required for use in criminal proceedings.</p>	<p>Application and interview</p>

	Knowledge of the criminal court system and delivery of evidence.	
<b>Delivering excellent customer service</b>	<p><b>Essential</b> Demonstrate experience or understanding of customer care.</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic, and professional manner. Be able to remain calm during stressful/violent circumstances.</p> <p><b>Desirable</b> Customer care training</p>	Interview
<b>Health, safety and welfare</b>	<p><b>Essential</b> Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	Interview
<b>Striving for Continuous Improvement</b>	<p><b>Essential</b> Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	Application and interview
<b>Diversity and Equality</b>	<p><b>Essential</b> Ability to understand the concept of diversity and respect for others and be committed to these issues</p>	Application and interview
<b>Communicating effectively</b>	<p><b>Essential</b> Good level of interpersonal and communication skills</p> <p>Ability to communicate both orally and written</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers</p>	Interview

<b>Attitude</b>	<b>Essential</b> Must be able to self-motivate and embrace change.  Be an effective team player and can work flexibly within a team  Have a positive desire to achieve results  Can work effectively under pressure and use own initiative  Willing to learn and improve  Can engage effectively with stakeholders at varying levels	Interview
<b>Other special requirements</b>	Full driving license and access to a vehicle. Will need to do site visits and travel to various locations	Interview