

# JOB PACK

## Corporate Fraud Intelligence Officer

**Location:** Flexible

**Contract:** Permanent, full-time or part-time

**Salary:** £26,403 - £31,537



# ABOUT US

Veritau provides assurance services to local authorities, schools and other public sector clients, helping our clients to operate effectively, mitigate risks and comply with laws and regulations.

Our main services include internal audit, counter fraud, information governance and risk management. We're owned by our member councils, meaning our work sits at the heart of the public sector. Our main offices are in York, Northallerton and Leicester, but we provide services across the country. Many of our employees have adopted a hybrid working approach, spending some time at home and some in the office.

"Veritau" comes from the Latin for "truth"; we pronounce it "Veri-toe".



Established in  
2009



700+ public  
sector clients



100+ staff  
members



UK-wide client  
base



Training/development  
opportunities

Veritau has been recognised as an Investor in People since 2011.

We are also signed up to the Good Business Charter, an accreditation that seeks to raise the bar on business practices for employees, the environment, customers and suppliers.

We are an accredited Living Wage Employer. We strongly believe that a hard day's work deserves a fair day's pay and are proud to show our commitment to ensuring everyone can earn enough to live on.

We are registered with the Disability Confident scheme and encourage applications from disabled people. We are committed to an inclusive recruitment process and working environment.

We have signed the Armed Forces Covenant, demonstrating our commitment to ensuring the fair treatment of those who serve or have served in the Armed Forces, and their families.

We're proud to be one of the first local authority related organisations to receive accreditation as a Living Pension Employer, demonstrating our commitment to providing fair and sustainable pension benefits to our employees.



**INVESTORS IN PEOPLE®**  
We invest in people Standard

"Veritau is a successful and growing business, providing important services to our public and charity sector clients.

Whether you're starting your career or looking to advance, we can offer flexible working, a range of benefits and opportunities to gain new skills".



Max Thomas  
Chief Executive

## OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected uphold and demonstrate these values.



### WORKING TOGETHER



### HONESTY & INTEGRITY



### CHAMPIONING INNOVATION



### INVESTING IN OUR PEOPLE

Working together to help our clients deliver excellence

Embodying the principles of honesty and integrity

Championing innovation to help achieve the best outcomes for our clients and adapt to change

Investing in our people to help them succeed and deliver outstanding services

## BENEFITS

Our employment package includes membership of a generous pension scheme and 28 days annual leave plus bank holidays, rising to 30 days after five years continuous service. We also offer flexible working arrangements. You can work from any of our offices or adopt a hybrid working approach subject to the needs of the business. You can also purchase up to 30 days additional leave.

Employees can also access a range of benefits including 'green' car and cycle to work schemes, health and wellbeing support, life assurance and injury cover (24 hour worldwide cover), support for moving house and interest free loans for public transport season tickets and driving lessons.

# THE ROLE

We're looking for a **Corporate Fraud Intelligence Officer** to join our successful corporate fraud team. Reporting to senior corporate fraud staff you will support the team in the provision of services to client organisations.

You will be responsible for identifying and obtaining information to enhance initial referral triage processes, and to undertake compliance enquiries to identify and correct issues affecting client organisations.

**Salary:** £26,403 - £31,537 (band 2/3) plus 3% performance related pay.

**Location:** Flexible - you can work from any of our offices or adopt a hybrid working approach. You may be required to attend our offices for meetings and training events, visit client offices or other premises, and undertake other client related activities. During the induction period, we will expect employees to work in one of our main offices for a number of days. This is to support training and learning, and to provide you with the opportunity to meet other team members.

**Reporting to:** Assistant Director - Corporate Fraud / Corporate Fraud Manager

**Contract:** Permanent, full-time or part-time (37 hours p/w, flexible hours)



# JOB DESCRIPTION

## **Main purpose of job**

To support the corporate fraud team in the provision of services to client organisations. To identify and obtain information to enhance initial referral triage processes, and to undertake compliance enquiries to identify and correct issues affecting client organisations.

## **Key tasks and responsibilities**

### **Level 1 (SCP\* 7 - 9)**

Lead compliance and verification enquiries to assist clients in amending claims for funding, discounts/exemptions, and services, as appropriate. This includes identifying cases deemed unsuitable for criminal investigation that can be followed up with compliance action.

Complete actions assigned by relevant officer(s) to develop case files before they are assigned to investigation officers. This will include obtaining information from clients and third parties.

Communicating with members of the public in writing, by telephone, and face-to-face to establish relevant facts during the course of enquiries.

To conduct visits where necessary to pursue compliance enquiries and supporting other members of the team during visits and interviews, including those conducted during criminal investigations.

Clearly and concisely report findings to clients so that decisions on entitlement to support or services can be correctly assessed.

To track outcomes of compliance enquiries and record relevant information on the Fraud Case Management System.

To assist clients in tracing debtors, enabling them to recover funds.

To maintain records to the standards set by the AD - Corporate Fraud/Corporate Fraud Manager.

To attend hearings/tribunals or appear in court, either to present cases or in the capacity of a witness.

Support the set-up of e-learning packages based on content developed by Veritau colleagues.

\*SPC = Spinal Column Point

To prepare and update statistical reports using information obtained from the Fraud Case Management System.

To complete data interrogation exercises under the direction of the AD Corporate Fraud/Corporate Fraud Manager. To obtain information from the Fraud Case Management System and other databases to aid proactive counter fraud exercises and investigations.

To maintain up-to-date knowledge of all relevant legislation, regulations and client policy.

To maintain effective relations with other agencies including other local authorities, the DWP, and the police. To take part in fraud prevention and detection projects and other joint operations with other such agencies as directed by the AD Corporate Fraud/Corporate Fraud Manager.

To support the provision of fraud awareness training to staff within client organisations, including preparation of materials for annual counter fraud campaigns.

To promote the awareness and status of Counter Fraud services and the other services provided by Veritau to each client.

Provide support with referral triage processes as required.

To undertake any other duties commensurate with the post.

The activities to be undertaken will be at a level appropriate to the skills, knowledge, and experience of the postholder.

### ***Level 2 (SCP 10 – 12)***

As level 1 plus successful completion of a relevant level 4 apprenticeship (or equivalent).

To complete tasks as directed by senior officers within Veritau to support fraud investigations undertaken on behalf of client organisations.

### ***Level 3 (SCP 13 – 18)***

As level 2 plus a minimum of 2 years relevant experience.

To act as Disclosure Officer for members of the team who prepare criminal cases for court.

**Note – completion of a level 4 apprenticeship is voluntary.**

## **Initiative and independence**

Work will be assigned by the AD Corporate Fraud/Corporate Fraud Manager and/or relevant Senior Corporate Fraud Investigators.

The post holder must be able to show initiative and tact when requesting information from client officers, external agencies, and third parties.

The post holder will be required to gather and interpret available evidence and other relevant information.

Many of the tasks undertaken by the post holder will involve receiving and processing confidential and sensitive data and information. The post holder must therefore ensure that all information is treated with care. The post holder may also need to deal with contentious matters when dealing with cases. A willingness to question and challenge assumptions and explanations is important. It is essential that tact is applied when dealing with sensitive situations.

Any unauthorised disclosure of information may breach legislation and/or be detrimental to the reputation of Veritau and/or its clients.

## **Communication**

The post involves regular contact with managers and staff within Veritau, client staff and members of the public. The post will also involve contact with other agencies, including the DWP, and the police.

The post holder will attend meetings with client officers to gather information and report on the outcomes of compliance enquiries. Where complex or contentious issues are likely to be discussed, a suitable member of the team will provide support.

## **Demands**

Work will be allocated by a member of the Fraud Management Team, but otherwise the post holder is in control of their own workload. The pattern of the work will vary depending on the nature of tasks assigned and can change daily due to interruptions and urgent requests.

The post holder will be required to work to a high degree of accuracy when analysing, interpreting and recording information. This may require a high degree of concentration for extended periods.

There are no strenuous physical demands associated with the post. However, the post may involve contact with customers or other members of the public who are potentially violent or aggressive. Such contact can occur in the workplace or during visits. The post holder may be required to travel to different client sites and use different client systems.

## **Responsibility for resources**

There are no staff reporting to the post holder and no supervisory responsibility.

## **Competencies**

See competency profile for post.

## **Work environment**

The post holder will work in a normal office environment. Work outside normal office hours, in the evenings and at weekends, may also be expected on occasion.

## **Health and safety responsibilities**

The post holder will need to comply with the requirements of health and safety legislation.

## **Equalities**

The post holder will need to:

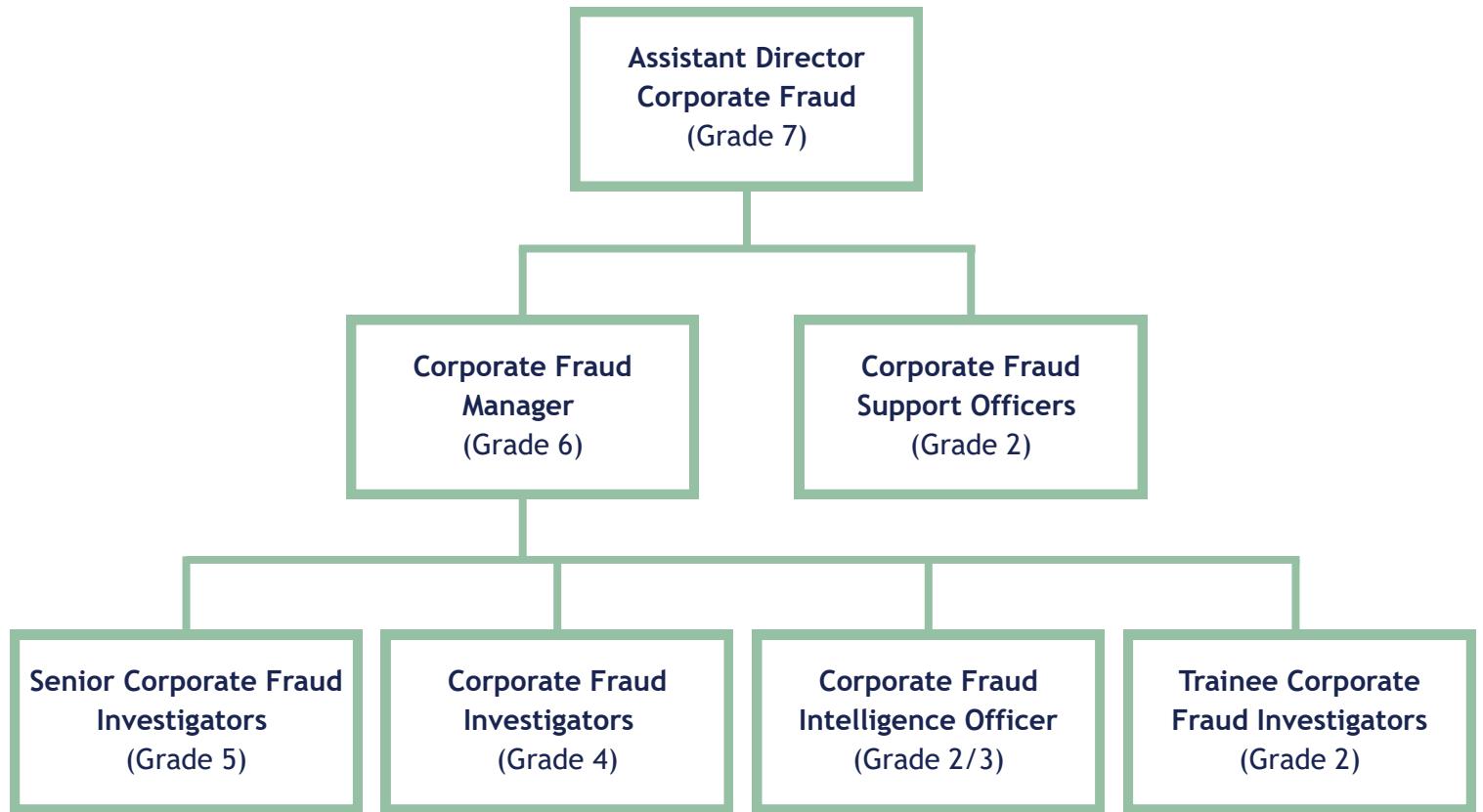
- ▲ ensure services are delivered in accordance with the aims of the company's Equality Policy Statement
- ▲ assist in achieving service equality objectives
- ▲ take opportunities to develop their own understanding of equality issues
- ▲ undertake mandatory training on equalities at least once every three years.

## **Responsibility and company policies**

Veritau is a dynamic organisation, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with the company's Policies and Procedures.

In relation to Data Protection, Information Security and Confidentiality, all staff are required to comply with the company's policies and supporting documentation in respect of these issues.

# TEAM REPORTING STRUCTURE



# PERSON SPECIFICATION

## OUR CORE VALUES

Veritau has established the following set of core values that reflects colleagues' working practices. All post holders are expected to uphold and demonstrate these values.

- ▲ **Working together** to help clients deliver excellence
- ▲ Embodying the principles of **honesty** and **integrity**
- ▲ **Championing innovation** to help achieve the best outcomes for our clients and adapt to change
- ▲ **Investing in our people** to help them succeed and deliver outstanding services

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>Qualifications and training</b>			
Minimum 5 GCSEs (at A-C) or equivalent (QCF level 2) including English Language & Maths	✓		2,5
Education to RQF level 3 or above (A-level or equivalent)	✓		2,5
Education to RQF level 6 or above (degree level qualification); or equivalent specialist knowledge		✓	2,5
A relevant counter fraud qualification		✓	2,5
<b>Experience</b>			
Working in an office environment	✓		2,4
Experience of working in a counter fraud or a related environment		✓	2,4
Experience of dealing with benefits, council tax or business rates issues		✓	2,4
Local government experience or similar public sector experience		✓	2,4

# PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>Skills and knowledge</b>			
IT skills (including Microsoft Office applications)	✓		2,3,4
Communication and presentation skills (written and oral)	✓		2,3,4
Analytical skills	✓		2,3,4
Problem solving skills	✓		2,3,4
Record keeping	✓		2,4
Ability to manage own time/work to deadlines	✓		2,3,4
Basic understanding of the role of counter fraud	✓		2,4
Basic understanding of criminal procedure, including PACE, and the presentation of evidence	✓		2,4
Project management	✓		2,4
Inter-agency collaboration	✓		2,4
Awareness of relevant legislations and regulations (eg benefits, council tax or business rates)	✓		2,4
Ability to interpret relevant legislation/regulations	✓		2,4
Awareness of local government governance, policy and procedures	✓		2,4

# PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>Personal qualities</b>			
Customer focus	✓		2,4
Outgoing, enthusiastic and self-motivated	✓		2,4
Willing to work with others in a team environment	✓		2,4
Good interpersonal skills	✓		2,4
Ability to work without close supervision	✓		2,4
Ability to travel for work purposes	✓		2,4

RQF - Regulated Qualifications Framework

**Assessment:**

1. Test prior to shortlisting (ie all applicants)	2. From application form
3. Test after shortlisting	4. Probing at interview
5. Documentary evidence	6. Other

## HOW TO APPLY

You can apply directly on our website at **www.veritau.co.uk/careers** using the application form. You will be asked to provide personal details, education and qualifications, employment history, and a supporting statement.

You can save progress on your application form and enter your email address to receive a link to complete it at a later date. This link will expire after 30 days, or when the vacancy closes.

We do 'blind applications' meaning that the team who sift application forms will not be able to see personal details or equality monitoring data.

# EQUALITIES, DIVERSITY AND INCLUSION

Veritau is committed to creating a workplace where everyone feels welcome, valued, and respected. We encourage applications from all qualified individuals. We believe that equality, diversity and inclusion are essential to our success, and we are committed to providing equal opportunities to all candidates.

## CRIMINAL RECORDS CHECKS

As part of its recruitment process, Veritau undertakes checks on the suitability of candidates for employment with the group. This includes the use of criminal record checks through the Disclosure and Barring Service (DBS). Applicants for this post will be subject to an enhanced DBS check, if offered a position.

Veritau complies fully with the DBS code of practice which can be viewed on the government's website.

Veritau's policy on the recruitment of ex-offenders can be accessed through the Veritau website at **[veritau.co.uk/about/governance/#policies](http://veritau.co.uk/about/governance/#policies)**. A criminal record will not necessarily be a bar to obtaining a position.