

## Kent County Council

### Job Description: *Counter Fraud Technician (KR7)*

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Finance   Internal Audit &amp; Counter Fraud</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Counter Fraud Manager</b>

### **Purpose of the Job:**

Support and lead on the investigation of alleged non-complex fraud and similar crimes ensuring key legislation and internal policies are adhered to and desired outcomes are achieved.

Support the delivery of proactive counter fraud reviews designed to test the adequacy and effectiveness of internal controls and their ability to prevent, detect and deter fraud and similar crimes.

Provide support and advice to staff in the team and staff across KCC on the most efficient way to address non-complex fraud and similar issues.

### **Main duties and responsibilities:**

Assist the Counter Fraud Manager, Counter Fraud Specialists (CFS) and other members of the audit team with the investigation of alleged non-complex fraud and similar crimes ensuring that the investigations and individual tasks are completed in a lawful, objective and timely manner.

Provide administration support of the Internal Audit email account by ensuring any financial irregularity referrals and requests for advice are progressed in a timely manner and in-line with agreed procedures. Including where needed quality assurance checks when the administration has been conducted by an Apprentice.

Lead on non-complex fraud and similar crimes ensuring key legislation and internal policies are adhered to and desired outcomes are achieved.

Assist with the delivery of proactive counter fraud reviews, by developing testing strategies, providing administration support and conducting testing where required, in accordance with the approved internal audit and counter fraud plan or on direction of the Counter Fraud Manager, Audit Managers or the Head of Internal Audit.

Analyse data, including sensitive and/or confidential data, applying extensive knowledge and experience and be able to draw and articulate reasonable conclusions to support investigation/review work and the reporting of service outcomes and Key Performance Indicators.

Assist with drafting of investigation and proactive review reports by collating and analysing information relevant to the investigation/ review (Complex investigations).

Lead on drafting of non-complex investigation/ review reports to inform management on the next course of action on the investigation, appropriate sanctions and inform management of any recommendations to help prevent fraud occurring.

Support Counter Fraud Specialists with pre and post investigation/review meetings with management to inform of the outcomes of any investigation/ reviews.

Support Counter Fraud Specialists with the delivery of activity designed to promote an anti-fraud culture and deter fraud, including the progressing of awareness and/ or training sessions and running surveys.

Participate in review and investigation fieldwork ensuring budget and quality assurance standards are adhered to.

Address low and medium complexity queries, within parameters, and support KCC staff and managers to enable them to manage fraud risks effectively. Refer more complicated policy and technical questions to supervisor/line manager before taking action

Support projects in the development of standards, performance and operation of the internal audit and counter fraud service to achieve continuing improvements to the service.

**Footnote:** This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: **Counter Fraud Technician (KR7)**

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	Level 3 Diploma (or equivalent) ACFS, PINS (or equivalent) qualification (or commitment to work towards a qualification) and/or proven ability to do the job.
<b>EXPERIENCE</b>	Experience of interpreting, understanding and complying on a technical level with legislation, policy, procedures and guidance in order to give effective advice  Experience of meeting multiple deadlines and managing own work.  Experience of working effectively with colleagues in a professional manner.  Experience of using Microsoft applications such as Word and Excel.
<b>SKILLS AND ABILITIES</b>	Able to perform tasks professionally and with innovation, and being adaptable, committed and motivated in approach.  Flexible approach to work with excellent prioritisation skills and the ability to meet fixed, non-negotiable deadlines and still maintain high quality standards.  Good interpersonal and communication skills, both orally and in writing, in order to communicate with a range of customers and colleagues  The necessary tact, sensitivity and political awareness to negotiate/work with KCC staff and interact with victims or perpetrators of fraud and similar crimes.  Ability to analyse varied data and draw reasonable conclusions.  Ability to deal effectively and tactfully with confrontation or disagreement.  Ability to maintain confidentiality.  Commitment to equalities and the promotion of diversity in all aspects of working.

<b>KNOWLEDGE</b>	<p>Awareness and understanding of investigation processes and related legislation and codes of practice.</p> <p>Numerical and literacy skills and a knowledge of, or ability to assimilate, the Council's various key systems</p> <p>Awareness of how local government operates.</p> <p>Knowledge and understanding of data protection and confidentiality issues.</p>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>