

Kent County Council

Job Description: *Counter Fraud Technician*

Directorate:	Chief Executive's Department
Unit/Section:	Finance Internal Audit & Counter Fraud
Grade:	KR6
Responsible to:	Counter Fraud Manager

Purpose of the Job:

Support the activity around the investigation of alleged fraud and similar crimes ensuring key legislation and internal policies are adhered to and desired outcomes are achieved.

Support the team on 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 within defined parameters on the most efficient way to address 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 their investigations of alleged 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.
- Assist with the delivery of proactive counter fraud reviews, by 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, 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 information relevant to the review.

- Provide support to the Counter Fraud Specialists as directed with pre and post investigation/review meetings.
- Support Counter Fraud Specialists with the delivery of activity designed to promote an anti-fraud culture and deter fraud.
- Assist with review and investigation fieldwork ensuring budget and quality assurance standards are adhered to.
- Address low complexity queries within defined parameters and support KCC staff and managers to enable them to manage fraud risks effectively. Refer more complex queries as appropriate.
- Provide support to 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 their 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*

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.

	CRITERIA
Qualifications	Level 2 or Level 3 Diploma (or equivalent)
Experience	<p>Experience of interpreting, understanding and complying with legislation, policy, procedures and guidance.</p> <p>Experience of meeting multiple deadlines and managing own work.</p> <p>Experience of working effectively with colleagues.</p> <p>Experience of using Microsoft applications such as Word and Excel.</p>
Skills and Abilities	<p>Able to perform tasks professionally and with innovation, and being adaptable, committed and motivated in approach.</p> <p>Flexible approach to work with excellent prioritisation skills and the ability to meet fixed, non-negotiable deadlines and still maintain high quality standards.</p> <p>Good interpersonal and communication skills, both orally and in writing.</p> <p>The necessary tact, sensitivity and political awareness to negotiate/work with KCC staff and interact with victims or perpetrators of fraud and similar crimes.</p> <p>Ability to analyse data and draw reasonable conclusions.</p> <p>Ability to deal effectively with confrontation or disagreement.</p> <p>Ability to maintain confidentiality.</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working.</p>

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

Kent County Council

Job Description: *Counter Fraud Technician*

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

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 required 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.

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Kent County Council

Person Specification: *Counter Fraud Technician*

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Applicants should describe in their application how they meet these criteria.

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

	<p>Ability to deal effectively and tactfully with confrontation or disagreement.</p> <p>Ability to maintain confidentiality.</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working.</p>
Knowledge	<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>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>

Kent County Council

Job Description: *Counter Fraud Technician*

Directorate:	Chief Executive's Department
Unit/Section:	Finance Internal Audit & Counter Fraud
Grade:	KR8
Responsible to:	Counter Fraud Manager

Purpose of the Job:

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

Support and lead on 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 fraud, at non and semi complex levels, and similar issues.

Main Duties and Responsibilities:

- Provide assistance to the Counter Fraud Manager, Counter Fraud Specialists (CFS) and other members of the audit team with the investigation of alleged 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 & semi-complex fraud and similar crimes ensuring extensive knowledge and experience is applied and key legislation and internal policies are adhered to and desired outcomes are achieved.
- Advise and lead on 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, and be able to draw and articulate reasonable conclusions using technical knowledge to help you to interpret and apply more complex policy and good practice 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). Providing specialist knowledge on any control weaknesses and how to strengthen them.
- Lead on drafting of non-complex & semi-complex investigation and proactive review reports.
- Lead on non-complex and semi-complex pre and post investigation/review meetings, supporting Counter Fraud Specialists with complex meetings.
- Support Counter Fraud Specialists with the delivery of activity designed to promote an anti-fraud culture and deter fraud, including the progressing and delivering of awareness and/ or training sessions and running surveys.
- Provide assistance with review and investigation fieldwork ensure budget and quality assurance standards are adhered to.
- Applying specialist knowledge address low and medium complexity queries and support KCC staff and managers to enable them to manage fraud risks effectively.
- Support and lead on projects in the development of standards, performance and operation of the internal audit and counter fraud service to achieve continuing improvements to the service.

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	CRITERIA
Qualifications	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.
Experience	Experience of interpreting, understanding and complying with complex legislation, policy, procedures and guidance. Experience of undertaking non-complex and semicomplex investigations and/ or proactive fraud reviews. 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.
Skills and Abilities	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 technical data and draw reasonable conclusions.

	<p>Ability to deal effectively and professionally with confrontation or disagreement.</p> <p>Ability to maintain confidentiality.</p> <p>Commitment to equalities and the promotion of diversity in all aspects of working.</p>
Knowledge	<p>Awareness, understanding and practical knowledge 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>Knowledge of how local government operates.</p> <p>Knowledge and understanding of data protection and confidentiality issues.</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>