

## Job Description

<b>Job Title</b>	Apprentice Fraud Investigator
<b>Directorate</b>	Finance and Resources
<b>Service Area</b>	Audit
<b>Grade</b>	AP3
<b>Competency Level</b>	1
<b>Salary</b>	£24,796
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

A two-year fixed term apprenticeship undertaking the Counter Fraud Investigator level 4 qualification, working in a supported environment to develop skills and knowledge.

Assist the Head of Corporate Anti-Fraud and Corporate Anti-Fraud Service in the investigation of alleged fraud and similar crimes ensuring key legislation and internal policies are adhered to and desired outcomes are achieved

### **Directly Responsible For:**

No line management responsibilities

### **Directly Responsible To:**

Head of Corporate Anti-Fraud

### **Main Areas of Responsibility:**

- Assist the Head of Corporate Anti-Fraud and Corporate Anti-Fraud Service in the investigation of alleged 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
- 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 (KPI's)
- Support the Head of Corporate Anti-Fraud and Corporate Anti-Fraud Service with referral management by adding allegations of fraud to the case management system, liaising with the referrer and gathering initial evidence and intelligence
- Assist with drafting of investigation and proactive review reports
- Maintain accurate administrative records and prepare case files
- Support Corporate Anti-Fraud Service with pre and post investigation/review meetings
- Address low complexity queries and support Liverpool City Council staff and managers to enable them to manage fraud risks effectively

- Support projects in the development of standards, performance and operation of the Corporate Anti-Fraud Service to achieve continuing improvements to the service
- Support with interviews with regard to potentially fraudulent and irregular activity in accordance with the council's Fighting Fraud & Corruption Together strategy

### **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

### **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

### **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

### **Physical Demands of the Job:**

- This post will require you to sit for long periods of time

### **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.



- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- 4 GCSE's Grade A\*-C/9-4 including English Language and Maths or equivalent (A)
- 3 A levels, a Level 3 Apprenticeship, or an equivalent level 3 qualification (A)

### Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role including the completion of the Counter Fraud Investigator Level 4 Apprenticeship.

## Experience

### Essential

- Experience of using Microsoft applications such as Outlook, Word, Excel, Teams (A,I)
- Experience of working in a team (A,I)

### Desirable

- Experience of working in an office environment



- Awareness of how local government operates
- Communicating with a range of people

## Skills/Abilities

### Essential

- Able to perform tasks professionally and with innovation, and being adaptable, committed and motivated in approach (A,I)
- Flexible approach to work with excellent prioritisation skills and the ability to meet deadlines and still maintain high quality standards (A,I)
- Good interpersonal and communication skills, both orally and in writing (A,I)
- Ability to analyse data and draw reasonable conclusions (A,I)
- Able to deal effectively with confrontation or disagreement (A,I)
- Ability to maintain confidentiality (A,I)

### Desirable

- A desire to learn the necessary tact, sensitivity and political awareness to negotiate/work with Liverpool City Council staff and interact with victims or perpetrators of fraud and similar crimes
- Able to develop awareness of investigation processes and related legislation and codes of practice

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

