

JOB DESCRIPTION

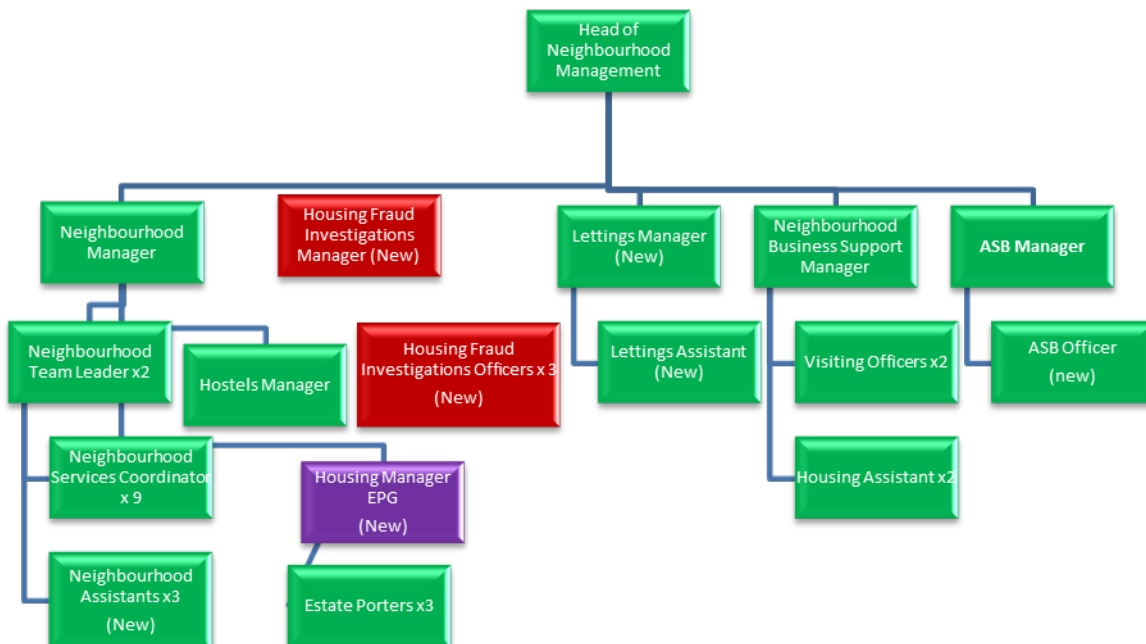
Job Title	Housing Fraud Investigations Manager (2-year fixed term)
Position Number(s)	TBC
Department	Housing Management
Section or Service	Neighbourhood Management
Grade	Range D £34,128 to £41,466

DESIGNATION:

Responsible to:	Head of Neighbourhood Management
Employees directly supervised (if applicable):	Housing Fraud Investigations Officers x3

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

1. To be responsible for Housing Fraud Investigations across Housing Management and Housing Needs.
2. To lead and manage the Housing Fraud Investigations Team to recover RBKC housing stock in both general needs and temporary accommodation.
3. To achieve the targets set for recovery and to act as a deterrent to future fraudulent activity.

2. DESCRIPTION OF DUTIES:

1. To manage the Housing Fraud Investigations Team working across general needs, housing needs and temporary accommodation
2. To commission and co-ordinate data gathering exercises to identify housing fraud.
3. To review and/or implement robust procedures in line with tackling housing fraud.
4. Benchmarking against other social housing landlords / local authorities in order to achieve top quartile performance.
5. To provide specialist training to housing staff across both directorates and use own technical and specialist knowledge to lead on internal awareness campaigns.
6. To ensure that appropriate and timely action is taken to recover possession of council housing and obtain a prosecution where fraud has been proven.
7. To lead on housing fraud deterrence campaigns such as 'key amnesties' and maximising the use of social media.
8. To ensure statistical data is gathered and analysed in order to produce management information and to demonstrate productivity.
9. To provide regular reports to quantify the monetary value of successful recoveries.
10. To ensure appropriate and timely instructions are given to Legal Services and that the progress of cases is closely and proactively monitored.
11. To ensure that investigations are undertaken using appropriate methods and in keeping with RBKC values.
12. Ensuring that accurate and timely records are kept concerning all investigations undertaken and where appropriate, in compliance with Police and Criminal Evidence Act 1985 (PACE), Regulation of Investigatory Powers Act 2000 (RIPA), Data Protection Act 1998 (DPA), Housing Act 1985, Theft Acts 1977 and the Human Rights Act 1998.

13. To ensure that where appropriate, cases are pursued through to prosecution and the results are publicised in partnership with colleagues in Communication Services.
14. To ensure that mechanisms are in place for implementing and monitoring unauthorised occupation of properties.
15. Where unauthorised occupants are identified, to provide advice to or signpost to relevant services.
16. To organise and deliver training sessions for staff, residents and members.
17. To prepare and present reports as required to a variety of audiences
18. To ensure regular liaison is maintained with key stakeholders
19. To be well informed of good practice and changes in legislation and / or governance
20. To make best use of new technology and develop systems to support investigation work.
21. To undertake duties outside normal office hours if required and to travel where necessary as and when required in connection with housing investigation work.
22. To directly manage a small caseload of the more complex cases and risk assess each case during the investigation process.
23. To be responsible for managing effective staff development within the team including supervision and training.
24. Prepare an annual report on the outcome of the team's recovery actions against targets set, together with case studies.
25. To deal with written and verbal enquiries from the public, other Council staff, outside organisations, Councillors, MPs etcetera whilst having due regard to the confidential nature of the work.
26. To perform any other reasonable minor and non-recurring duties appropriate to the post.

I agree to the above job description

Post Holder..... **Date**.....

Head of Service..... **Date**.....

3. DIMENSIONS:

(WHERE APPROPRIATE)

Quote figures which give a picture of the job as follows:

(a) indirectly managing the budget for the team and legal services

(b) there will be set targets for the team to achieve, including number of properties to recover and bring back into use for reletting.

I agree to the above job description

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Housing Fraud Investigations Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential: Must hold a professional qualification and / or be educated to degree level.</p> <p>Desirable: relevant qualification in</p>
C	<p>Skills, Experience and Attitude</p> <ul style="list-style-type: none"> - A demonstrable thorough knowledge of relevant housing law related to Housing Fraud and a good working knowledge of judicial processes and systems connected with the court action. The ability to apply this knowledge correctly. - Experience of presenting evidence in Court - A confident presenter with excellent communication skills both written and verbal, with interpersonal skills to suit a variety of audiences (colleagues, Members, residents, etcetera) - Evidence of successful outcomes within a Housing Fraud Investigations setting. - Fostering high levels of ownership and accountability within the team and self - Ability to self-manage and analyse data and produce reports - Highly organised and able to manage a varied workload, able to prioritise effectively in order to produce high quality work within set deadlines. - Demonstrable experience of service improvement delivery

	<ul style="list-style-type: none"> - Experience of building effective partnerships with relevant agencies. - Demonstrable excellent customer services skills and having a coordinated working approach - Working in a residents first environment and increasing resident engagement within teams. - An enhanced DBS (Disclosure and Barring Service) with satisfactory clearance, will be required before being confirmed in post.
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">INTEGRITY</div>

	<ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
<p>G</p>	<div data-bbox="209 674 735 745" style="background-color: #00a651; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.