

## **JOB DESCRIPTION**

**Job Title:** Counter Fraud Officer  
**Directorate & Section/Unit:** Chief Executive / Internal Audit  
**Reporting to:** Audit and Compliance Manager  
**Responsible for:** N/A  
**Salary Grade:** PO1  
**DMA Management Level:** Frontline  
**DMA Span of Control (Direct Reports):** None

### **Our People Values:**

To uphold and act in accordance with Worcestershire County Council's values:

- |   |  |
|---|--|
| <b><i>Customer Focus</i></b> -            | Ensure delivery of a high-quality service which meets the needs of customers                 |
| <b><i>Can Do Culture</i></b> -            | Be proactive to achieve excellence, finding solutions and creative ways of working           |
| <b><i>Freedom within Boundaries</i></b> - | Make constructive change through cohesive decision making, ensuring services are responsive. |

### **Purpose of job:**

- Provide an effective and efficient response to fraud and corruption perpetrated against the council of varying nature and complexity.
- Provide support and advice to services across the council regarding their potential fraud risks and application of the suite of corporate counter fraud policies.
- Provide support and advice across the council and promote a counter fraud culture and environment where fraud, corruption and misconduct is not tolerated
- Act in accordance with proper investigatory practice and ensure compliance with all relevant legislation and regulations.

### **Main Activities & Responsibilities:**

- Support the development of the counter fraud service within Internal Audit and its professional objectives
- Take responsibility for the completion of investigations within the county council
- Occasionally seek professional supervision to direct the course of their investigatory work
- Provide guidance and demonstrate knowledge of the council's business, and of counter fraud and investigatory techniques
- Appreciate the operational requirements and pressures of council services and apply these within their work including participation in anti-fraud initiatives (e.g. National Fraud Initiative) to deter and identify potential frauds against the council.
- Take responsibility for the preparation and reporting on position quarterly and annually.

- Contribute to the development and maintenance and ensure a good working knowledge of the anti-fraud strategy and associated policies for the county council which include:
  - Anti-fraud, bribery and corruption strategy and policy
  - Fraud Response Plan
  - Anti-Money Laundering Policy
  - Whistleblowing Policy
  - Other associated policies or procedures relevant to counter fraud.
- To ensure that independence remains at all times.

## Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to a Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

## Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff.

External: Other Councils, Government agencies i.e. DWP, HMRC, Cabinet Office, NFI, Police, Probation Service, educational settings, suppliers, contractors, service

providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers.

### Additional Information:

- A full UK driving licence and access to a vehicle with the ability to travel throughout the county to carry out visits.
- There may be occasions when there will be a requirement to work unsocial hours, experience lone working, working outside i.e. during surveillance (under RIPA legislation) and visit sites throughout Worcestershire.
- The job may bring the person into potentially aggressive situations where someone has been accused of impropriety.
- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

Author: A. Bromage

Date: 8<sup>th</sup> December 2025

Date of grading confirmation: 16<sup>th</sup> December 2025

**\* WCC is aiming towards a 5-level management organisational structure with level 5 being the Chief Executive.**

## PERSON SPECIFICATION

**Job Title:** Counter Fraud Officer  
**Directorate & Section/Unit:** Chief Executive / Internal Audit  
**Salary Grade:** PO1

### EXPERIENCE:

It is **essential** that the post holder has:

- Substantial experience in undertaking fraud investigations
- Significant experience of managing outputs within a diverse staff group to successfully deliver investigatory outcomes.
- Significant experience and a proven track record of successfully delivering investigatory objectives in a customer focussed service.
- Significant experience of effectively building partnerships and working cooperatively with a broad range of internal and external contacts and groups.
- Significant experience in developing working practices and methodology.
- Substantial experience to promote a positive image and outlook to counter fraud work and the profession

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Expert knowledge in all legislative, best practice guidance and professional standards in investigations including the deployment of Regulation of Investigation Powers Act 2000 (RIPA) and Police and Criminal Evidence Act 1984 (PACE).
- Expert knowledge to determine the most effective and cost-effective approach for case management.
- Expert knowledge in the creation of risk assessments for site visits and lone working arrangements.
- Expert knowledge to prepare for and attend Court Hearings and Appeals as appropriate to give evidence in connection with investigations.
- Excellent communication skills, and an ability to effectively communicate at the highest levels, including the ability to negotiate, influence, persuade and challenge.
- Excellent communication skills, including presentation, report writing skills, statement recording skills, and the ability to structure messages clearly and concisely.
- Significant ability to design and implement systems and procedures for investigatory purposes using best practice approach.
- Significant ability to produce clear, concise cross referenced working papers and files to meet information governance standards

- Significant ability to apply a pragmatic and analytical approach to complex investigatory requirements to obtain best and accurate evidence to inform a sound opinion.
- Significant ability to deal sympathetically but professionally with all persons investigated.
- Substantial ability to use data analytics, MS Office products in all aspects of the investigation process and demonstrate information governance requirements requiring the secure use of hardware, software and third-party information.
- Substantial ability to manage a multiple case load and adhere to case deadlines.
- Substantial ability to voice an opinion in a logical and coherent manner creating trustworthiness and confidence with the council's management team so that counter fraud input is sought, valued and respected.
- Substantial ability to acquire and maintain expertise and knowledge of the Directorate and Service business areas and share information across the whole team.
- Substantial ability to identify potential innovative new controls to enhance the internal control and risk mitigation, and the overall control and governance environment of the Council.
- Evidence of continuing professional development.

#### **Additional Information:**

It is **essential** that the post holder has:

- Demonstrable commitment to equality of opportunity, and anti-oppressive strategies in employment and service delivery.
- A commitment to multi agency and partnership working.
- Excellent understanding and empathy for the local government democratic process and operational requirements and restrictions.

#### **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- A level 6 qualification or equivalent compensatory experience

It is **desirable** that the post holder has:

- A relevant Counter Fraud qualification.

#### **ADDITIONAL INFORMATION**

Author: A. Bromage

Date: 8<sup>th</sup> December 2025