**Job Profile: Investigations Officer**

**This supplementary information for Investigations Officeris for guidance and must be used in conjunction with the Job Capsule for Job Family: Customer Services Job Zone: Level 3 Zone: 2 Camden Way Category: 3**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To utilise extensive knowledge of the Parking Service, debt recovery and fraud procedures in order to provide an advisory support and case handling function which seeks to protect the council’s revenue in a fair and reasonable manner. To investigate and prosecute in partnership all aspects of fraud in relation to Parking Services including but not limited to Blue Disabled badge, Parking Permits and Penalty Charge Notices. To efficiently process debt recovery enquiries, fraud enquiries, and other penalty charge notice enquiries as well as related appeals, complaints and service requests from the customer enquiries and debt recovery team, communicating effectively with all relevant parties.

To prepare to a high standard all necessary paperwork in accordance with the terms of relevant legislation and to represent the Council in Magistrates' and County Courts as an advocate in pursuit of parking related fraud and debt recovery prosecutions.

**Example outcomes or objectives that this role will deliver:**

*(Approx. six to eight key statements)*

* To ensure that income owed to the council is recovered in a timely manner from all aspects of prosecution work and subsequent costs awarded.
* Handle complex enquiries, complaints and service requests relating to blue badge fraud matters, debt recovery, penalty charge notice appeals, complaints, enquiries and service requests, ensuring these are logged, resolve or escalate these as required to create a consistent audit trail.
* Prepare cases of potential fraud or abuse as required, process court registrations, warrants and related enquiries, representing the council at court as required.
* Process statutory declarations / fraud cases including compiling evidence and creating witness statements for appeal hearing cases, presenting cases at appeal and Court hearings, and dealing with related enquiries, representations and complaints.
* Organise and deliver training on policy or legislation change to members of the wider customer service and debt recovery team.
* Collate and report management information, including identifying causes of complaints and action necessary to prevent recurrence and improve customer care.
* To interview under caution potential defendants as and where necessary issuing all relevant legal documents and cautions as the law requires.
* To carry out site visits and external surveillance of suspected fraud cases at locations across the borough, in accordance with RIPA and DPA as necessary. Compiling evidence that is of a high standard to be shared across the team on a regular basis.

**Relationships;**

The post holder will:

* be comfortable communicating in a wide variety of ways with many different council officers at all levels, for example team members, managers to identify fraud and debt recovery cases that should be prosecuted further.
* to communicate with external organisations for example bailiff contractors, debt recovery specialists and parking related contractors.
* work in partnership with external bodies such as London Councils and the courts to deliver robust process for fraud prosecutions and the parking service.
* work closely with legal services to deliver robust process for fraud prosecutions and the parking service.
* provide guidance and support to the customer support team and will be expected to have a working knowledge of relevant legislation, and keep abreast of any changes or alterations to policy, escalating as appropriate.
* liaise with Magistrates' and County Courts as appropriate to ensure suitable and sufficient time is available to progress parking-related cases.
* have some direct customer interaction, either face-to-face, over the phone or via email or post. Providing excellent customer service is at the heart of this post and the post holder will be expected to deliver a very high standard of customer care.

**Work Environment:**

The post holder is required to work flexibly, adjusting their own and others’ workloads to meet individual work targets and the priority demands of the team. They will be required to work as part of a team, and help colleagues wherever possible. They will be office based (5PS) and required to work in a busy and demanding environment in which multi-tasking and organisation may be required to complete tasks. There may be a requirement to work outside normal office hours and attend evening meetings.

**Technical Knowledge and Experience:**

* Understanding of relevant legislation and Camden’s controlled parking policies and processes relevant to debt recovery, blue badges and fraud prevention
* Comprehensive knowledge of policy and process relevant to complaints and enquiries, including government ombudsman procedures
* Awareness of the financial and social effects of relevant processes and the wider implications of debt and fraud prevention
* Knowledge of bailiff processes and understanding of the magistrates’ and county court system and how it works in practice
* Comprehensive knowledge of the requirements under Regulations of Investigatory Powers Act, 2000 (RIPA)
* Worked in an environment that has required representation of organisation in a court based setting
* Evidence gathering and detailed compilation and retention of evidence for presentation
* Comprehensive understanding of the policy, procedural and revenue implications of technical developments in the parking service, and assist in the formulation and presentation of recommendations to change existing systems, equipment and procedures
* A CRB check is required for this role

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Structure Chart**