**Job Capsule Supplementary Information:** Intelligence Officer

**This supplementary information for Intelligence Officer is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family Housing and Adult Social Care Job Level 3, Zone 1**

**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 provide administrative support to Housing Investigations Team on a specific project linked to the Camden Residents Index and to provide assistance and cover for other members of staff as required.

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

* To analyse the data ‘matches’ delivered by the Camden Residents Index
* To cleanse incorrect data found as a result of analysis
* To assist the Housing Investigations Team manager to develop an effective annual data set to match using the Camden Residents Index
* To liaise with the ICT/CRI team effectively
* To maintain regular, accurate records of progress of the project as directed by the Housing Investigations Manager
* To provide assistance and cover for the team as required

**People Management Responsibilities:**

None

**Relationships;**

The post holder will work closely with the Housing Investigations Team and the Camden Residents Index team. The post holder will also be required to establish and build good working relationships and communicate effectively with contacts across LB Camden to verify data discrepancies and to identify cases for investigation.

On occasion the post holder will have contact with members of the public over the telephone, email and face to face when assisting the HIT officers with other duties

**Work Environment:**

* The role is mainly office based, in an agile working environment.
* The post holder may be required to undertake visits on foot and by public transport if required, some of these may be out of normal office hours, very early in the morning, in the evenings and at weekends.
* The post holder may be required to attend court to give evidence should their level of involvement in specific casework require it.
* Be contactable by phone during the teams out of hour’s visits for health and safety reasons.
* As part of the team, the post holder will be required to provide telephone and office cover.
* The post holder must follow health and safety guidelines and procedures for home visits and lone visiting at all times.

**Technical Knowledge and Experience:**

* Computer literate in MS office packages particularly Microsoft Excel with the ability to create and update spread sheets, Word to create and update letters and documents and Outlook for email
* Previous use of Camden Residents Index and Northgate
* Good, working knowledge of housing legislation and previous experience in housing management preferable
* The post holder will be expected to work creatively and to apply sound judgement and a robust and organised approach to housing fraud with a commitment to delivering excellence and a high quality service at Camden
* Experience of working to deadlines
* To provide assistance and support to other colleagues to ensure an efficient and effective service is delivered and maintained.