**Job Profile Information: Housing Investigation Officer**

**This supplementary information for Housing Investigation Officer is for guidance and must be used in conjunction with the Job Capsule for Job Level: 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 identify and investigate tenancy fraud and other types of housing fraud and take appropriate action to make best use of the social housing stock within the London Borough of Camden.

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

1. To carry out all aspects of investigative work on individual cases, ranging from interrogation of computer and other systems, visits, interviews, serving legal notices, taking witness statements, conducting interviews under caution, preparing cases and collating all case material for criminal/civil action, briefing solicitors and attending court to give evidence representing the Council as an expert witness
2. To effectively manage a large caseload in a confident and assertive manner, using your initiative to make decisions and work independently within prescribed timescales, demonstrating tact and tenacity to progress cases to a speedy and satisfactory conclusion.
3. To ensure that all duties of the post are carried out in compliance with Council policy, Housing Investigation Team procedures, professional guidelines, legal and criminal legislation e.g. Police and Criminal Evidence Act, Human Rights Act, Regulation of Investigatory Powers Act, Data Protection Act and other statutory legislation affecting the work of an investigator.
4. To assist in the identification of new initiatives for fraud prevention, detection and deterrence, undertake proactive fraud exercises, investigate relevant National Fraud initiative matches, provide training and operate the Council’s hotline, under the direction of the Housing Investigation Manager.
5. To prepare reports and case updates on time as directed and to meet the performance standards set by the Housing Investigation Manager
6. To assist social housing providers in Camden with legal action to recover sublet accommodation.
7. To ensure that all fraud investigations are documented within the relevant team records and that these records are kept up to date as investigations proceed, giving due regard to the secure handling and storage of confidential data and the requirement for a clear audit trail.
8. To undertake any other duties as required.

**People Management Responsibilities:**

* To provide assistance and support to less senior colleagues ensuring an efficient and effective service is delivered and maintained.

**Relationships;**

The post holder will be required to establish and maintain good working relationships and communicate effectively with contacts across the council and also with various teams and individuals outside Camden, in order to promote the work of the team and maintain the Council’s excellence in the area of housing fraud. Key contacts are likely to include:

* Chief officers, senior managers and colleagues in Housing and Adult Social Care and in other Camden departments
* Chief officers, senior managers and colleagues in other local authorities, partnering organisations, registered social housing providers, etc.
* Members of the public, including council tenants and other residents
* MPs and elected Members
* Government departments and their agencies including the Immigration agencies
* The police, Court staff, judiciary, barristers and solicitors

**Work Environment:**

* This job demands a well-developed aptitude for research and investigative work, tenacity and assertiveness, both to manage the caseload and to ensure that appropriate and proportionate action is taken against those who commit housing fraud, who may be hostile towards the action being taken.
* 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.
* 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.
* Ability to risk assess cases allocated to you by the Housing Investigation Manager and to ensure that you follow health and safety guidelines and procedures for home visits and lone visiting at all times.
* Be able to signpost clients with further support needs to the appropriate departments within the organisation.
* The ability to work on your own initiative, often under pressure and to tight deadlines.
* Direct your individual casework with priorities that you will determine, make decisions, particularly where complex cases of housing fraud are concerned, some of which you will personally direct and may involve your attendance at Court as the Council’s expert witness.
* To assist the Housing Investigation Manager in awareness training to key stakeholders including staff working within Camden and the various private providers within the borough
* Assess your casework priorities; set, manage and monitor objectives and deadlines to ensure expected performance and quality of work output and outcomes are reached and both local and statutory targets are met whilst having full regard for key Corporate and Directorate priorities and accountabilities.

**Technical Knowledge and Experience:**

* Extensive knowledge of the law relating to investigation work e.g. Human Rights Act, Police and Criminal Evidence Act, Regulation of Investigatory Powers Act, Data Protection Act and Prevention of Social Housing Fraud Act 2013.
* The post holder will be expected to work creatively and independently with minimal supervision. To apply sound judgement and a robust and organised approach to housing fraud. To make recommendations to more senior staff in relation to breaches of tenancy conditions through tenancy fraud to inform enforcement action with a commitment to delivering excellence and a high quality service at Camden.
* A high level of decision making will be required in relation to complex casework requiring an expert understanding of the law, legislation, policy and procedure
* To provide assistance and support to less senior colleagues ensuring an efficient and effective service is delivered and maintained.
* Possess a BTEC Certificate in Investigation or equivalent recognised anti-fraud qualification and previous relevant experience of investigation work, preferably in a housing environment

**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>

**Chart Structure**

Housing Investigations Structure Chart V.5

Housing Investigations Officer

Housing Investigations Officer

Solicitor

(Trainee)

Housing Investigations Officer

Housing Investigations Officer

Housing Investigations Officer

Housing Investigations Officer

Housing Investigations Officer

Stephanie Toghill

Housing Investigations Manager

Sharon Calvey

Head of Housing Support Group

(Trainee)

Housing Investigations Officer

Housing Investigations Officer