**Job Capsule Supplementary Information: Housing Investigations Manager - Housing Support Group**

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

**Job Family: Housing and Tenancy Job Zone: 2 Level: 4**

**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:**

Responsible for the operational management of a specialist team of Housing Investigation Officers and take the lead in the delivery and development of the Council’s strategy for making best use of the housing stock through the detection, investigation and pursuance of housing fraud in accordance with Government legislation, best practice guidelines issued by professional bodies and the Council’s vision.

To work creatively and effectively with Service Managers and other colleagues to develop, maintain and review Camden’s landlord services. To monitor and evaluate the work of the service in conjunction with Landlord Services staff, Team Leaders, and multiple Heads of Service to ensure that measured data is being used to understand and improve the service. To take a designated or shared role in working with other services to understand interconnections and what needs to change to improve service delivery.

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

1. To report directly to the Head of Landlord Services.
2. Overall staff management responsibility for a team of approximately six Housing Investigation Officers i.e. performance management, recruitment, training and development, etc. and ensuring that casework is progressed to a timely and satisfactory conclusion 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.
3. Direct the work of the team, delegating and allocating all new cases with priorities that you will determine, giving guidance and making 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.
4. Identify new initiatives for the Council in housing fraud detection and deterrence and ensure that they are implemented by the team to make best use of the housing stock, ensuring that working practices reflect the standards necessary to deliver and maintain a borough wide high profile quality service.
5. Responsible for responding to FOI, DPA, member enquiries, formal complaints and any other requests for statistical or other performance information relating to the work of the team on behalf of the Council.
6. To be the lead point of expertise in specific housing fraud policy areas on behalf of the Council, attend meetings, represent Camden at internal and external conference arena’s, benchmark with other local authorities, registered social housing providers, government departments and their agencies, etc., and be the departmental representative for the National Fraud Initiative.
7. Compile reports about housing fraud for Chief Officers and other senior managers, elected members, MPs, outside agencies, service users, etc. and write/update team procedures and press releases as necessary and take the strategic lead for the annual pro-active tenancy investigation plan that supports the objective of identifying cases of unlawful occupancy, fraudulent succession, false applications for social housing etc.
8. Ensure strategies and systems are in place to provide intelligence and risk-based approach to the management and investigation of fraud is embedded within Housing Investigation Team, producing a quarterly assessment of fraud risks with recommended intervention strategies to mitigate the identified risks.
9. The post holder will be expected to ensure that the Council’s financial interests are protected at all times, giving due regard to budgets and the cost effectiveness of pursuing cases and risk prevention with a constant focus on service delivery and improvement.
10. To undertake any other duties as required.

**People Management Responsibilities:**

1. Overall staff management responsibility for a team of approximately six Housing Investigation Officers i.e. performance management, recruitment, training and development, etc. and ensuring that casework is progressed to a timely and satisfactory conclusion 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.
2. Direct the work of the team, delegating and allocating all new cases with priorities that you will determine, giving guidance and making 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.
3. To provide fraud awareness training to key stakeholders including staff working within Camden and the various private rented providers within the borough.
4. Assess the team’s priorities; set, manage and monitor objectives and deadlines to ensure expected performance and quality of work output and outcomes are reached by staff and both local and statutory targets are met whilst having full regard for key Corporate and Directorate priorities and accountabilities.

**Relationships:**

* The post holder will be required to establish and build good working relationships and communicate effectively with contacts across the council and also with various organisations and individuals outside Camden, in order to promote and develop the work of the team and maintain the Council’s excellence in the area of housing fraud.
* To build capabilities and enable staff to perform to the highest standard with minimal need for support;
* To work closely with officers within Landlord Services, senior officers, elected members and external agencies to manage and reduce housing fraud.
* To work closely with colleagues in other services to resolve problems, minimise duplication, and to pull in colleagues and partners where the skills or knowledge are not available in the team
* To identify patterns in barriers and obstacles to the work and address these collaboratively with peers and senior colleagues;
* To build close working partnerships with neighbourhood teams
* Ability to work collaboratively across Directorates, teams and external partners to deliver our purpose and principles;
* Ability to lead and inspire officers to deliver a shared purpose.

**Work Environment:**

* This job demands a well-developed aptitude for research and investigative work, tenacity and assertiveness, both to manage the team 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.
* You must ensure that adequate measures are in place for the health and safety of team members at all times and assist them with risk assessments as necessary.
* You will need to be prepared and to be able 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.
* Comply and endorse the Council’s agile working policy.

**Technical Knowledge and Experience:**

* The post holder will be expected to work creatively and independently with minimal supervision and to apply sound judgement and a robust and organised approach to housing fraud to lead and influence the team with a commitment to delivering excellence and a high quality service at Camden.
* Decision making will be required on casework requiring an expert understanding of the law, legislation, policy and procedure sufficient to judge the quality of evidence obtained by individual members of the team to direct them to proceed to take appropriate action.
* Expert 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 and PACE regulations.
* Proven ability to work on your own initiative to make decisions and identify and implement service improvements
* Good time management skills sufficient to remain organised and effective when dealing with conflicting priorities to ensure that corporate and team targets are met
* Ability to deliver reports and professional presentations to a variety of audiences

Previous relevant experience of investigation work, preferably in a housing environment andhave aBTEC Certificate in Investigation or equivalent recognised anti-fraud qualification

**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:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

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| **POSITION TITLE:**  Housing Investigation Manager | **DIRECTORATE:**  Sustaining Communities |
| **DIVISION:**  Housing Management |
| **GRADE:** Level 4.2 | **SECTION:**  Landlord services |
| **REPORTS TO:** Head of Landlord Services | |