

# Counter Fraud Manager



Working better together  
for our residents

## > Governance and Risk > Governance

### What's it all about

To lead NHG and be responsible for all fraud, anti-money laundering and whistleblowing activities including our agents' activities and provide assurance to the Executive, Board and external parties or Regulators on these arrangements as required.

### How you'll make a difference

You will lead the counter fraud team to detect and deal effectively with perpetrators of fraud, working in partnership with internal teams and external agencies to secure recovery of assets and unlawful profits and, as appropriate prosecution. You will develop NHGs strategy for preventing and detecting all types of fraud, train colleagues across the business, and establish policies, procedures and controls to mitigate the risk of NHG or its partners being the victim of financial crime.

### How you'll do it

- You will be responsible for ensuring NHG, its employees and agents comply with all counter fraud and anti-money laundering arrangements, monitoring that compliance and providing assurance to the Executive and Board(s) across the Group on the same.
- Working with the Compliance Lead, under the oversight of the Chief Governance and Risk Officer, you will develop new strategic Fraud Prevention and Detection Strategies to identify and mitigate against online fraud, contractor fraud, money laundering activities and all types of fraud that NHG or its agents may become victim of.
- You will develop, lead and manage the Counter Fraud Team to further develop good practice, policies and procedures for dealing with all types of fraud, carrying out investigations and fraud risk assessments across the business as required, using all available tools and resources, including working with third party agencies and developing and establishing partnership arrangements with the police force and CPS to encourage criminal charging and law amendment.
- You will manage, train, advise, and support staff and agents in their identification and investigation of financial crime cases, ensuring those are progressed to deadlines, refining and modernising the KYC rules and arrangements as relevant, and ensuring all are informed of and comply with our anti-money laundering and whistleblowing arrangements.
- You will support the Money Laundering Reporting Officer and Money Laundering Compliance Officer for the Group, overseeing and ensuring compliance with all anti-money laundering arrangements, including conducting anti-money laundering risk assessments, working with the National Crime Agency or other agencies to report and respond to any matter of concern.
- You will be the named responsible officer for supporting activities identified under whistleblowing arrangements, receiving any matters referred to the business and working with the Company Secretary, Executive Board, Audit & Risk Committee or Board(s) to identify appropriate action to be taken, carrying out investigations which may be directed and maintaining absolute confidence in relation to all related matters.
- You will work with in-house and external solicitors and partner agencies as appropriate, you will identify and share good practice across NHG and with external partners, prepare witness statements in relation to cases requiring legal action or other activities to support the counter fraud and financial crime arrangements.
- Attend civil and criminal courts as required preparing or giving evidence as appropriate.
- Keep up to date with current legislation and national initiatives on fraud and implement best practice, developing and maintaining all relevant policies, procedures and controls in the NHG.
- Maintain databases for recording cases of fraud and all related processes and ensure that the recording of the information and data is accurate and effective and clearly identifies areas of service failure to learn from and improve.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

### Essential knowledge, experience and skills including qualifications and professional membership

- Ability to interpret relevant legislation and to give a clear explanation of it to others.
- The ability to balance the risk of fraud against the experience the customer receives online or otherwise to ensure appropriate communication to stakeholders and promotion of relevant controls and initiatives
- Advanced IT systems and analytical skills including Microsoft office with the ability to detect weaknesses in a PSP platform.
- To be highly motivated, proactive and able to work alone on own initiative as well as part of a team
- Effective communication with stakeholders at all levels.
- Dealing with sensitive and confidential information whilst maintaining discretion.
- A customer focussed approach, ensuring that activities are customer led with a view to exceeding both customer and business expectations
- A Housing qualification or equivalent practical knowledge and experience of housing management
- Be ACFS or PinS qualified
- ICAAML Officer Certified or equivalent
- Knowledge of current fraud, risk and investigative legislation, e.g. Proceeds of Crime Act 2002, Terrorism Act 2000, Prevention of Social Housing Fraud Act 2013, Fraud Act 2006, Social Security Act's 1992 and 1997, the Theft Act 1968, Money Laundering Terrorist Financing and Transfer of Funds 2017 and Money Laundering & Terrorist Financing Regulations 2019 (as amended) as well as banking regulations, cyber fraud, benefit fraud, the threats they pose to the business and the customer, and initiatives to combat them
- 5 years or more of Fraud and Risk Management experience and a proven track record of working in, leading, and managing an investigative or enforcement team undertaking detailed and complex investigations, interviewing witnesses, interviewing suspects under caution in accordance with PACE, securing evidence and attendance at court.