



# Counter Fraud Investigator

>Governance and Risk > Governance and Compliance

## What's it all about

You'll join a newly established Counter Fraud investigations team at an exciting stage of its development, with a unique opportunity to help shape how the function grows. As part of a specialist team, you'll lead sensitive internal and external investigations while helping build a trusted, high-performing service that protects the organisation, our residents and our assets.

## How you'll make a difference

In this role, you'll help protect the organisation, our residents and our assets by tackling fraud and financial misconduct where it matters most. Your work will drive better outcomes through high-quality investigations, stronger prevention activity, expert advice and the development of a trusted Counter Fraud function that is equipped to respond to current and emerging risks.

## How you'll do it

- Lead sensitive internal and external Counter Fraud investigations to a high professional standard, ensuring enquiries are proportionate, well-evidenced and outcome focused.
- Deliver proactive and reactive casework across areas such as internal fraud, anti-money laundering, whistleblowing and other complex Counter Fraud matters.
- Lead on projects and operational activity that strengthen the organisation's response to Counter Fraud and support the effective delivery of the team's priorities.
- Conduct desktop investigations using relevant technologies, systems and tools to develop intelligence, support enquiries and identify potential concerns.
- Undertake gap analysis, monitor trends and identify emerging Counter Fraud risks to inform prevention activity, controls and continuous improvement.
- Use data matching, intelligence and analytics where appropriate to identify risk, support prevention activity and strengthen the organisation's anti-fraud response.

- Provide subject matter expertise and practical advice to colleagues and stakeholders on Counter Fraud risks, controls and investigation approaches.
- Support the manager with creating, reviewing and updating policies, procedures and guidance to help establish and develop a robust Counter Fraud function.
- Raise awareness of Counter Fraud risks across the organisation and deliver training to help build knowledge, strengthen controls and support a proactive prevention culture.
- Support routine administrative tasks, including monitoring shared mailboxes and triaging referrals, to support an efficient and responsive service.
- Support the manager to develop, establish and expand the Counter Fraud investigations and prevention function, helping to protect the organisation and our residents.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least two days a week in an office. On other days, working from home may be possible, depending on the work and the interaction required.

## All about you

### Our values

#### **We succeed together**

By working as one and respecting diverse perspectives, we support each other to consistently deliver better outcomes for our residents and communities.

#### **We keep our word**

We do what we say we will do, and act with integrity and ownership to build trust and provide the high-quality service people expect from us.

#### **We do better every day**

We are always looking for better ways to work and raising standards and strengthening communities through continuous improvement.

## Essential knowledge, experience and skills

- Proven experience of conducting investigations and intelligence analysis within law enforcement, local government, financial institutions, housing associations, the private sector or similar environments.
- Proven experience of leading or supporting investigations into fraud, financial misconduct, anti-money laundering, whistleblowing or other complex and sensitive matters.
- Experience of conducting anti-money laundering investigations, completing enhanced due diligence and drafting and submitting Suspicious Activity Reports to the National Crime Agency.
- Knowledge of relevant legislation, regulatory requirements and professional practice, including the Fraud Act, Prevention of Social Housing Fraud Act, Police and Criminal Evidence Act, Data Protection Act, Equality Act, Regulation of Investigatory Powers Act and Proceeds of Crime legislation where relevant to the role.
- Experience of interviewing suspects and witnesses, gathering and assessing evidence, and preparing clear witness statements for use in civil or criminal proceedings.
- Experience of carrying out desktop enquiries, gathering and assessing intelligence, and using systems, technology and digital tools to support investigations and decision making.
- Enjoys using technology, is open to new methods and ways of working, and can identify practical opportunities to improve investigations, intelligence development and prevention activity.
- Ability to identify control weaknesses, undertake gap analysis and monitor trends and emerging risks to support continuous improvement and proactive prevention work.
- Strong analytical, report writing and communication skills, with the ability to present complex issues clearly and provide practical, proportionate advice to a range of stakeholders.
- Experience of contributing to or leading projects, improving operational processes, and supporting the development of policies, procedures, guidance, training or awareness activity.

- Ability to support and guide junior team members, share knowledge and contribute positively to a collaborative and developing team culture.
- Minimum ACFS, PIP2 or an equivalent qualification, or demonstrable equivalent investigative experience.

## Desirable skills and experience

- Experience of financial investigations, including asset tracing, financial analysis or supporting recovery action where relevant.
- Experience of data matching exercises, including the National Fraud Initiative or similar data-led prevention and detection activity.
- Experience of using NAFN, open-source intelligence techniques and other lawful intelligence tools to support enquiries and develop lines of investigation.
- Experience of social housing fraud investigations, including tenancy-related fraud or misuse of housing services.
- Experience of supporting or conducting all types of investigations in a professional and sensitive manner.
- Experience of data visualisation and presenting insight clearly using tools such as Power BI, Tableau or similar platforms.
- Ability to communicate in additional languages that support engagement, intelligence gathering or casework with diverse communities.