



JOB DESCRIPTION

Job Title:	Fraud and Visits Manager	
Service Area:	Fraud and Enforcement	Team: Fraud
Organisation:	Anglia Revenues Partnership	
Reports to:	Principal Fraud and Enforcement Manager	
Responsible for:	Fraud and Visits Team	

Main Purpose of Job:

To lead and manage the Fraud and Visiting team within the partnership to include the prevention and detection of fraud and error, identification of domestic and business properties liable for Council Tax and Non-Domestic Rates, management of projects and ensure the service is working efficiently and providing value for money.

To ensure procedures are in place to provide a standardised approach across all LA partners.

To develop team members, the service and its functions by prosecuting fraud and maximising income.

Key Responsibilities:

- Manage, develop and mentor the Fraud and Visit team members ensuring processes are adhered to and qualitative and quantitative targets are achieved.
- Responsible for the day to day management, organising, monitoring, absence management, PDR's and discipline of staff allocated to the Fraud and Visits Team.
- Visit, correspond and interview members of the public, DWP and other outside organisations; conduct interviews under PACE where required; and ensure that formal cautions / administrative penalties are carried out in accordance with the legislation.
- Ensure continued compliance with the relevant investigation legislation i.e. Criminal Procedure Rules, General Data Protection Regulations, Human Rights Act 1998, Police and Criminal Evidence Act 1984, Regulation of Investigatory Powers Act 2000 etc.
- Produce reports and statistics, in respect of the Fraud and Visits team, to senior managers or relevant committees, within agreed timescales.
- Assist the Principal Fraud and Enforcement Manager in the ongoing review and development of the Fraud and Visit functions, ensuring value for money whilst maximising income.
- Collate cases and attend court, appeal service hearings or other tribunals to represent the Partnership where necessary in the role of an expert witness.
- Deal with enquiries concerning Benefits, irregular Council Tax/NDR reliefs and/or exemptions and Tenancy Fraud by phone, interview and letter.
- Ensure all visits and inspections are completed accurately, legally and to agreed targets.



- Maintaining and developing good liaison with the Department for Work and Pensions, Landlords and agents, Housing Associations, local employers, local police, outside agencies and internal departments.
- Support Fraud and Visits staff and take a personal responsibility for difficult and complex cases, ensuring the relevant procedures regarding interviewing and surveillance are adhered to.
- Maintain an up-to-date knowledge of Revenues and Benefits legislation to include all aspects of fraud and visiting.
- Lead on recruitment and training of new members of staff. Work closely with the Fraud and Visits management team to ensure that training gaps for existing staff are addressed and included in the annual training programme, in liaison with internal Training Officers, ARP L&D Co-ordinator and external providers.
- Lead and manage new and ongoing projects.
- Review and monitor resource requirements and policies/procedures to ensure efficiency, effectiveness and value for money.
- Perform to the standards and behaviours of ARP's operational values and encourage others to do so.
- Carrying out such other duties commensurate to the grade for the post.

Additional Note:

Vulnerable People

We are committed to safeguarding and promoting the welfare of vulnerable people and we expect all employees to share this commitment. All employees must familiarise themselves with the Safeguarding Children and Young People and Guidelines for Working with Children and Young People policy.

Health Safety & Environment

Managers are responsible for the health and safety of their staff and their actions that may affect others; this is clearly set out in the Health and Safety Policy. It is the duty of all employees, while at work, to take reasonable care of their health and safety, and of other persons who may be affected by their activities; this includes colleagues, contractors and members of the public.

All employees must familiarise themselves with the Health and Safety and Environmental Policies.

Note: This is a description of the job as it is constituted at April 2024 but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of ARP and employing Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is both Councils' and ARP's aim to reach agreement to such



reasonable changes with the post holder but if agreement is not possible the Councils and ARP reserve the right

to insist on changes to the Job Description after consultation with the post holder.

On signing your Statement of Particulars it will be deemed that this Job Description has been accepted by the post holder.

