

PERSON SPECIFICATION

Job Title: Fraud and Visits Manager

April 2024

	Essential	Desirable
Qualifications & Experience	<p>Extensive, significant and demonstrable experience within a similar environment.</p> <p>Experience managing and developing diverse and multi-functional teams</p> <p>Experience of communicating with customers verbally and in writing</p> <p>Accredited Counter Fraud Specialist or willingness to work towards the required qualification</p> <p>Experience in planning, managing and implementing projects</p>	<p>Previous Local Government experience</p> <p>Project management training</p> <p>Institute of Leadership and Management Level 3/5 training</p>
Knowledge	<p>Knowledge and understanding of Revenues and Benefits Service functions.</p> <p>Knowledge and understanding of wider corporate fraud issues</p> <p>Have an up-to-date knowledge of Revenues or Benefits procedures and legislation</p> <p>Knowledge of appropriate legislation namely (but not limited to) the Police and Criminal Evidence Act 1984, the Prevention of Social Housing Fraud Act 2013, Fraud Act 2006, Criminal Procedure and Investigations Act 1996, General Data Protection Regulations, Human Rights Act 1998</p> <p>Knowledge of Capita, Civica, NEC and other computer packages, including the Microsoft Suite and have the sufficient knowledge and skill to be able to use IT effectively and efficiently.</p> <p>Willing to undergo further training to expand on existing knowledge</p>	<p>Have an understanding of the Intec and EDMS systems</p>

<p>Skills</p>	<p>Excellent people management skills</p> <p>Able to work collaboratively to achieve results</p> <p>Able to gather and analyse facts and information</p> <p>Able to problem solve effectively</p> <p>Ability to prioritise workload, work to strict deadlines and work effectively under pressure</p> <p>Able to prepare reports to a standard required for use in criminal proceedings</p> <p>Able to work on own initiative as well as part of a team</p> <p>Ability to negotiate effectively</p> <p>Able to motivate staff and undertake difficult conversations</p> <p>Ability to build rapport and liaise effectively with external agencies and partners.</p>	<p>Commercially aware</p> <p>Understanding of budgets</p>
<p>Delivering excellent Customer Service</p>	<p>Demonstrate experience and understanding of customer care</p> <p>Demonstrate ability to deal with customer enquiries in an appropriate, diplomatic and professional manner.</p> <p>Able to deal calmly and confidently with a variety of people and challenging situations.</p> <p>Demonstrate full understanding of safeguarding</p>	<p>Customer Care training</p>
<p>Health, Safety and Welfare</p>	<p>Able to demonstrate good general understanding of Health, Safety and Welfare policies and procedures</p> <p>Demonstrate ability to achieve a good work life balance for self and for team</p>	
<p>Striving for Continuous Improvement</p>	<p>Commitment to a learning culture</p> <p>Able to give examples of flexible and positive response to change</p>	

	Able to analyse effectiveness/efficiency in process and introduce change effectively	
Diversity and Equality	Ability to understand the concept of diversity and respect for others and be committed to these issues	
Communicating effectively	<p>Good level of interpersonal and communication skills</p> <p>Ability to communicate both orally and in writing</p> <p>Effectively communicates relevant information to others</p> <p>Able to respond to varying levels of understanding from customers and colleagues</p>	
Attitude	<p>Have a positive attitude toward work and others</p> <p>Must be able to self-motivate and embrace change.</p> <p>Demonstrate a positive desire to achieve results</p> <p>Be an effective team player and can work flexibly within a team</p> <p>Can engage effectively with stakeholders at varying levels</p> <p>Willing to learn and improve</p>	
Other special requirements	<p>Full driving license and access to a vehicle</p> <p>Be able to travel within the ARP service area</p>	