

Housing Investigation Intelligence Officer



Job Description

Post	Housing Investigation Intelligence Officer 2 year fixed contract	Department	Housing
Salary Grade	5	Salary Range	£25,042 to £27,373
Hours	37	Location	Pippbrook, Dorking
Reports to	Fraud Manager / Housing Manager		

Post Objective

To assist Housing Officers and Fraud Intelligence Officers in the gathering of intelligence to: establish whether housing and homelessness applications are correct; provide evidence to support decision making; and identify and refer incidents of fraud and error within the application process.

Main Duties

1. Make enquires using various methods available to the investigation and housing teams, including checking official records, conducting checks of credit referencing and open source databases, and scrutiny of information provided in order to check homelessness and housing register applications and nominations to housing associations.
2. Work closely with housing officers to identify potential false applications and assist in obtaining evidence to inform the decision making process
3. Closely analyse housing and homelessness applications and supplementary evidence to identify discrepancies
4. Identify suspicious occurrences of fraud within the homelessness and housing allocation process and refer suspicions to the investigation officers
5. Analyse intelligence and provide reports and information to housing officers to support the housing decision making process
6. Work with internal teams and partner organisations
7. Respond to, or initiate customer contact in order to clarify information provided or respond to enquiries.
8. Maintain records using the Fraud Management System and housing system
9. Any other duties in relation to housing, debt tracing and investigation or verification as deemed appropriate by relevant managers.
10. To be aware of the Council's policy on Risk Management and to escalate any new, emerging or potential risks to the post holder's line manager.
11. To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Quality Policy.
12. Health and Safety – to work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

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Person Specification

	Essential
Experience and Knowledge	<ul style="list-style-type: none"> • Experience of working with IT systems, including working in Word and Excel • Basic knowledge of intelligence gathering • Experience in analysing and interpreting information and data
Education and Qualifications	<ul style="list-style-type: none"> • 5 GCSE (or equivalent) Grade 7-4 or A*- C – including Maths and English
Skills	<ul style="list-style-type: none"> • Excellent communication skills - able to share information verbally and in writing • Promote internal and external working relationships • Ability to identify and research relevant sources of information • Communicating openly and honestly with colleagues and customers • Prioritise workload to ensure deadlines are met
Special Aptitudes	<ul style="list-style-type: none"> • Innovative • Positive • Flexible • Tenacious • Ability to deal with data confidentially, and in sensitive manner
Job Requirements	<ul style="list-style-type: none"> • A Disclosure and Barring Service check will be required