

Job summary

Role title: Intelligence Officer

Department: Fraud & Financial Investigations Team

General description of role

To support Fraud Investigation Officers and the wider authority by delivering intelligence-led insight that strengthens proactive and reactive counter-fraud activity. The post holder applies the intelligence cycle (direction, collection, evaluation, analysis, dissemination and review) to complex and sensitive information from multiple sources, exercising professional judgement to assess reliability, risk and proportionality. Outputs include intelligence products and management information that influence tasking, operational decisions and preventative controls, with all actions recorded to an evidential standard using the Fraud Management System and related databases.

Top duties / responsibilities of role

- Undertake intelligence-led enquiries using a range of internal and external systems to identify, develop and prioritise fraud risk and vulnerability indicators. Define and document search strategies, evaluate results, and maintain a clear audit trail of actions and outcomes to support evidential standards and management oversight.
- Maintain and assure the quality of intelligence records across relevant systems. Apply data quality standards (accuracy, relevance, timeliness and completeness), version control, and appropriate security markings, ensuring records are searchable and suitable for internal review and external disclosure where required.
- Work within the relevant legal, regulatory and ethical framework, demonstrating practical understanding of CPIA (including disclosure principles), PACE, Human Rights legislation and Data Protection Act 2018/UK GDPR, as applicable to intelligence handling. Identify and escalate information governance issues, ensure appropriate retention/disposal, and support secure information sharing with partner agencies.
- Analyse and assess information using recognised methods (e.g., structured analytical techniques, trend/pattern analysis and link analysis) to determine credibility, reliability and materiality. Produce intelligence products that set out rationale, assumptions, limitations and proportionate recommendations, enabling informed tasking and operational decision-making.
- Build and maintain effective working relationships with internal services and external partners (e.g., Police, DWP, HMRC, NHS and other enforcement/regulatory bodies). Negotiate, obtain, validate and share intelligence lawfully in accordance with agreed protocols, advising colleagues on handling requirements, disclosure considerations and the operational implications of intelligence findings.

- Receive, triage and assess fraud referrals, applying a risk-based approach to prioritisation and routing. Determine recommended actions within delegated authority, identify urgent safeguarding, vulnerability or reputational risks, and escalate appropriately, ensuring decisions are documented.
- Manage intelligence workflows within the fraud management system, including allocation, tracking, review dates, quality assurance checks and outcome recording. Provide timely case support to Investigation Officers by identifying lines of enquiry, highlighting evidential risks/gaps, and supplying documentation suitable for progression to investigation and potential disclosure.
- Produce accurate performance information and intelligence-led insights, including referral volumes, outcomes, savings/benefit realisation indicators and emerging trends. Maintain management information in a controlled format, contributing to monthly/quarterly reporting and recommendations for proactive work.



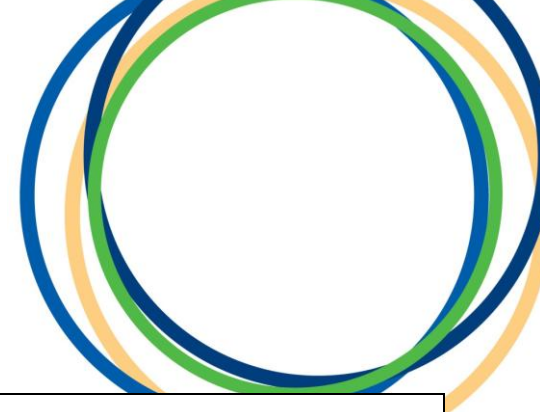
Person specification

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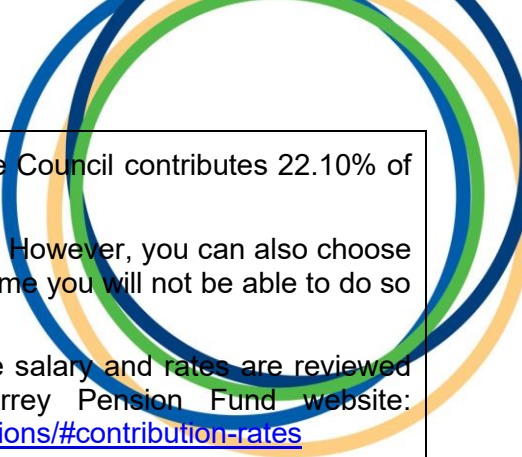
Selection and Interview Criteria	Criteria importance E = Essential P = Preferred
Qualifications	
5 GCSE (or equivalent) Grade C or above – including Maths and English	E
Investigation or Fraud Related qualifications	P
Experience and achievements	
Demonstrable experience of analysing complex data/information from multiple sources and producing actionable intelligence products or recommendations (including articulating rationale, assumptions and limitations).	E
Strong IT and digital skills, including advanced use of MS Excel, MS Office, and confidence using case management/intelligence or database systems; ability to learn new systems quickly.	E
Proven ability to make and justify risk-based decisions (e.g., prioritisation, dissemination, referral routing) within agreed policies/procedures, and to escalate appropriately where risk is high or guidance is unclear.	P
Strong understanding of confidentiality and information governance requirements in practice (including secure handling, lawful sharing, retention and audit), and confidence applying them to day-to-day intelligence work.	P
Experience communicating sensitive findings to a range of audiences, including providing clear briefings and advice to support operational decisions and multi-agency working.	E
Ability to work collaboratively across services and with external partners, handling sensitive information professionally and contributing to effective problem-solving and service delivery.	E
Excellent written and verbal communication skills, including producing concise intelligence reports/briefings to an evidential and auditable standard and explaining analytical judgements clearly.	E
High-level administrative, analytical and organisational skills, with attention to detail and an ability to quality-check information, maintain audit trails and meet deadlines.	E
Able to prioritise and plan workload in the context of conflicting priorities, using risk-based thinking to support tasking decisions and deliver timely outputs with minimal supervision.	E
Methodical approach to information gathering, evaluation, recording and dissemination, with a strong commitment to confidentiality, information governance and continuous improvement.	E
Experience in a counter-fraud, investigations, regulatory, enforcement or intelligence environment.	P
Understanding of intelligence grading/handling models and/or producing intelligence products for operational tasking.	P

Experience using analytical techniques or tools (e.g., link analysis, data matching,) to identify patterns and trends.	P
Relevant training/qualification (e.g., intelligence analysis, information governance, counter-fraud) or willingness to undertake further professional development.	P
Role required competencies and behaviours	
<u>Knowledge & experience</u> : Specialist operational knowledge of counter-fraud intelligence, relevant legislation and information governance, applied to complex, sensitive and time-critical cases.	P
<u>Mental skills / problem solving</u> : Interprets incomplete or conflicting information; uses structured analytical techniques to identify patterns, links and risk; develops proportionate recommendations and lines of enquiry.	P
<u>Decision making & impact</u> : Makes risk-based decisions on prioritisation, referral routing and intelligence dissemination within delegated authority; decisions influence investigative activity, fraud prevention controls and resource deployment.	P
<u>Contacts & communication</u> : Regular contact with internal services and external enforcement/regulatory partners; exchanges sensitive information, provides briefings and advises on intelligence findings and implications.	P
<u>Confidentiality / information governance</u> : Handles protectively marked information and personal data; ensures lawful processing, secure storage/sharing and auditable handling in accordance with policy and legislation.	P
<u>Responsibility for resources</u> : Responsible for the quality, integrity and usability of intelligence records and management information that supports casework, reporting and proactive project delivery.	P
Corporately required personal qualities and behaviours	
Innovative	E
Supportive	E
Flexible	E
Positive	E

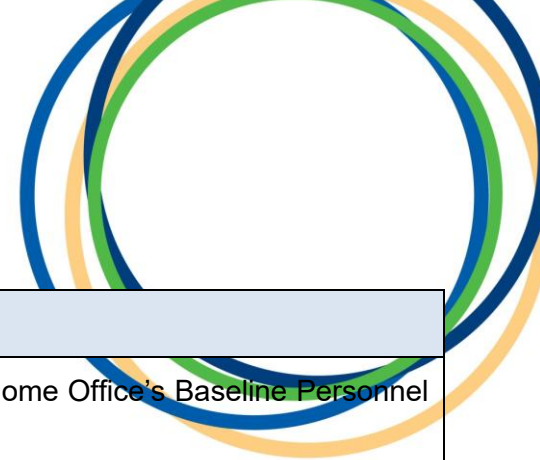


Summary of employment package

Place of work	The role will be primarily based at Town Hall, Reigate . We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
Salary	Graded Technical Specialist 3 (TS3) , the salary will be in the region of £29,733 - £37,902 per annum dependent upon experience. It is generally anticipated that the starting salary will be nearer the lower of this range. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
Duration of contract	The contract will be offered on a permanent basis.
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
Hours of work	Hours of work are nominally 36 per week.
Employment Benefits	
Flexible working	Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs. Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.
Annual leave	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.



Pension	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day. Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates
Training and development	The Council actively encourages continued professional development and talent development. Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
Professional subscriptions	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.
Car parking / Travel loan scheme / Cycle Purchase Scheme	With hybrid working practices now in place for roles traditionally based at the Town Hall, we are able to offer access to parking. For now, everyone who works on site at the Town Hall can use a parking space for that day. We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis. The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).
Employee discounts	All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more. Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.



Other Conditions	
Pre-employment checks	Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS): • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
Disclaimer	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly. Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

