



Role Description and Employee Specification

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| Job Title: | Investigation and Enforcement Officer | Location: | Cheltenham Borough Council / Cotswold District Council / Forest of Dean District Council / Tewkesbury Borough Council / Stroud District Council Additional travel in line with requirements. |
| Department: | Investigation and Enforcement | Service: | Counter Fraud and Enforcement Unit |
| Reports to: | Head of Service | Working Hours: | 37 |
| Salary: | £35,611 (pay award pending) | Peer Group: | PGI14 |
| Business World Post Number: | | Job Group: | Level 2 Case & Field Worker |
| Contract Type: | Permanent | Direct Reports: | N/A |

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| Overall purpose of the Post: | <ul style="list-style-type: none">- To work as part of the Counter Fraud and Enforcement Unit (CFEU) to ensure that losses to all partner Councils / organisations and the public purse are minimised- To undertake criminal investigations and assist enforcement activities on behalf of partner Councils in relation to offences in the regulatory sector- Conduct housing investigations into offences and breaches under the Renters Rights Act 2025, to include interviewing and providing witness statements- Take formal enforcement action against landlords and others in breach of landlord legislation in accordance with the council's corporate enforcement policy and housing enforcement policies |
| Key Tasks and Responsibilities: | <ul style="list-style-type: none">- To undertake evidence and intelligence gathering for fraud and enforcement cases with minimal supervision- Undertake the investigation of complaints of potential breaches and offences of landlord and tenant legislation under the Renters Rights Act 2025 using new extended investigatory powers |

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| | <ul style="list-style-type: none"> - Conduct Interviews under Caution, with a Principal Investigation and Enforcement Officer (IEO) or partner Council lead officer where appropriate - To assist with the preparation of witness statements and case files for prosecution and civil penalty notices, and issue final civil penalty notices under the supervision of the Principal IEO, the CFEU Head of Service, or the partner Council lead officer as appropriate (to include Court attendance if necessary) - To assist in the collection of civil penalties and recovery of monies owed to a partner Council to include service of Court paperwork where required - When required, to assist in the verification and cross matching of data for proactive drives and data matching exercises across the partnership. This includes undertaking the verification of National Fraud Initiative data across all partner sites – cross matching against other held data sets, identifying anomalies, reporting and updating all relevant records - To assist in the set up and maintenance of records to include fraud drives and extraordinary CFEU work across multiple sites and organisations in line with legislation - To assist with the collation of results and statistics for reporting purposes across multiple sites and organisations - To undertake proactive drives to include visiting, inspections and verification duties across the partnership - To promote and maintain good relations across the partnership and to promote the positive reputation of the CFEU by ensuring work is undertaken with integrity, competence, objectivity and confidentiality. - To work to within appropriate regulations, laws, professional standards and guidelines. Manage highly sensitive and confidential information with regard to individuals, companies, organisations and employees in line with legislation and policy. - Any other duties as allocated by CFEU colleagues or partner Council private sector housing teams - To be committed to the promotion of equality, diversity and inclusion for others and to work within Health and Safety legislation and procedures. To be aware of the principles and reporting procedures applicable to safeguarding of children and vulnerable adults and of the Human Rights Act |
| <p>Essential Requirements – Knowledge, Qualifications, Skills, Abilities and Experience:</p> | <ul style="list-style-type: none"> - GCSE's, NVQ, equivalent level qualification - Minimum two years' experience in an investigation role or similar - Experience of gathering open source intelligence and requesting information using legislative powers/exemptions - Experience of liaison and communication with members of the public and colleagues |

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| | <ul style="list-style-type: none"> - Experience of handling confidential and sensitive information and an understanding of data protection issues - High level of IT skills - MS Office including Excel - Excellent written and oral communication skills - Ability to prioritise and meet tight deadlines - Ability to maintain confidentiality in accordance with Data Protection Rules and other legislative requirements - High level of integrity, judgement, discretion and initiative - Ability to record and deal with data accurately and effectively - Use of a car for business purposes when necessary - Willingness to work flexibly across the partnership |
| <p>Desirable Requirements Qualifications, Skills and Abilities:</p> | <ul style="list-style-type: none"> - Good knowledge of housing legislation/or regulatory offences - Experience of Interviewing (PACE compliant) - Experience of drafting witness statements - Minimum two years experience working in Local Government/public sector shared service - Competent at providing written case reviews and reports - Experience conducting data matching and managing large volumes of data - Information management and data analysis |
| <p>General Accountabilities:</p> | <ul style="list-style-type: none"> - Safeguarding – The Council is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities - The post holder is responsible for maintaining a safe work environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment - Work in compliance with the Codes of Conduct, Regulations and policies of the council - The post is subject to one month's notice on either side - You will be required to use a car for work. The Council pays a mileage rate for any authorised use of a private car for business purposes. The post holder must have a valid driving license and valid vehicle insurance - The post is suitable for job sharing |

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| | <ul style="list-style-type: none"> - The post holder will be required to comply with the Council's Health and Safety and Equal Opportunities Policies - This post is subject to enhanced vetting | | |
| Special Conditions: | <ul style="list-style-type: none"> - You will be expected to work reasonable additional hours in line with the needs of the service - There may be a requirement to work at other locations to meet the needs of the business - Full UK Driving Licence - Ability to travel / access to a vehicle for work purposes - BPSS and DBS Check | | |
| Date Reviewed: | | Reviewed By: | |
| Checked by HRBP | | Date of Issue: | |