

Job Title: Investigations Officer

Department: Customer and Local Services

Division: Enforcement

Reports to: Enforcement Team Manager

JE Ref: CLS1008.1

Grade: CS07

JE Date: 28/11/2022

Job purpose

To identify and investigate cases of fraud and error in the Social Security benefit system.. To obtain, gather and present evidence to support the ineligibility of claims and/or prosecution where appropriate, to ensure those entitled are in receipt of the correct benefits under the Social Security (Jersey) Law or the Income Support (Jersey) Law.

Job specific outcomes

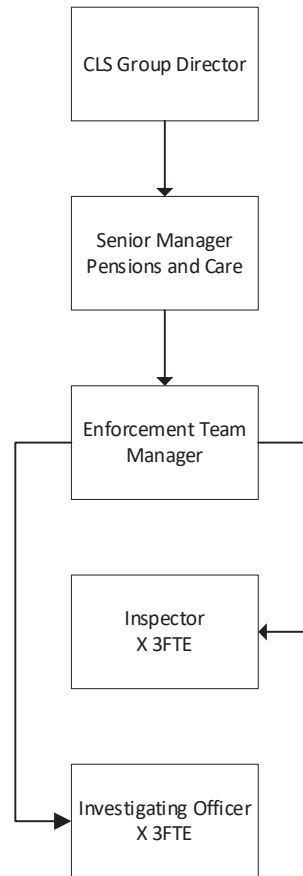
- Identify and instigate the recovery of a target of £1m of overpayments each year.
- Receive, analyse, manage and maintain all fraud referrals received into the department, score using the National Intelligence Model and allocate cases to Investigating Officer's
- Own and Manage a case load of fraud cases and investigate them in a timely, efficient way to the point of closure or escalation to Fraud Board or an Inspector demonstrating a high level of respect and professionalism to all customers involved.
- Analyse benefit claims, including data checking and intelligence gathering.
- Plan, prepare and undertake out of office visits which can be confrontational and contentious due to the nature and time of the visit. These are also mainly out of office hours. Act as a 'buddy' for other colleagues out visiting.
- Gather evidence required to quantify claimant's eligibility to benefit using the relevant legislation to obtain. This includes taking statements from claimants and witnesses and other documentation that potentially will be used as exhibits during a prosecution.
- Take responsibility for writing accurate notes for caseload, recorded in the fraud database of all the actions undertaken throughout the investigation. Notes may be needed as part of the prosecution file so need to be up to date, informative, accurate and factual. Write accurate reports detailing evidence gathered so that a Specialist Officer of the Department can determine whether benefit has been overpaid.
- To 'caution' a claimant at the point at which a frank admission is provided ensuring the claimant understands the consequence of the action being taken.
- Undertake the second officer role during taped interviews 'under caution', compliant with PPACE (Police Procedures and Criminal Evidence (JERSEY) Law 2003).

- To assist inspectors in relation to the investigation of suspected fraudulent claims including intelligence gathering, file preparation and liaison with Benefit Teams to secure successful investigations of fraud, and potential prosecution.
- Work closely with Determining Officers from the benefit teams to gain a good understanding of the benefits and to provide support when required to those wishing to make a referral. Assist when required, the Benefit Teams in relation to the initial checking and authenticating of new and reviewed claims and liaise with Determining Officers to progress claims.
- Identifying claims for targeted intervention based on agreed risk criteria to reduce fraud error in the benefit system and achieve team targets.
- Ensure all duties and procedures are carried out and information given to the public is in accordance with all relevant legislation, regulations and policy. This includes adherence to Health & Safety policies, Data Protection legislation and Safe Guarding.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Good standard of education – A-level or an appropriate NVQ level 3.	Statement writing certificate
Knowledge	<p>A high-level of IT literacy including full Microsoft Office programmes</p> <p>An understanding of the implications of key legislation such as Data Protection, RIPL, PPACE, Human Rights.</p> <p>Knowledge of all social security legislation (Social</p>	Extensive knowledge of department systems e.g. NESSIE and NAVISION

	Security, Income Support and Data Protection Laws).	
Technical / Work-based Skills	Clean, current driving licence essential.	Preferably a relevant foreign language.
General Skills/Attributes	<p>Proven ability to write factual, concise and focussed reports and interpret legislation accurately and clearly in writing or verbally to the general public or work colleagues.</p> <p>Ability to manage and own a caseload and deal with many high priority issues at the same time.</p> <p>Ability to work methodically and systematically</p> <p>Ability to train other members of staff.</p>	Knowledge of departmental procedure and legal precedent.
Experience	<p>Ability to analyse data and understand evidence and use initiative to complete work allocated.</p> <p>The ability to exercise reasoned judgement.</p> <p>Experience talking to members of the public and the challenges that this brings</p> <p>Experience of dealing with and interviewing members of the public, requiring strong interpersonal skills, with a proactive approach.</p>	
Criteria relating to Safeguarding	Ability to talk empathetically to vulnerable people or people that are	

	experiencing difficulties in their lives	
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Core Accountabilities, Attributes and Behaviour Indicators

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

The standards relevant to this tier, identified in the States of Jersey core accountabilities attributes and behaviour indicators, are to be attached in a separate document.