

Role Profile – Family/Tier 5+

Job Title:	Reporting to:
Tenancy Fraud Coordinator	Tenancy Enforcement Team Leader??
Directorate:	Location:
Customer	Blended – Home and PA Offices and properties
Risk Assessment	R1: Office Worker

Role Purpose:

We are based in various locations around the country but operate nationally, with teams working across all stock areas.
 In this role, work with a geographically dispersed team to deliver high levels of performance, customer satisfaction and staff engagement via a consistent, unified approach.
 You will work closely with the Manager of the team to deliver the overarching, strategic aims of the business and achieve positive outcomes for PA Housing and our customers.
 To work with colleagues to detect tenancy fraud and to be responsible for investigating and dealing effectively with allegations of fraud.
 Working in partnership with internal teams, external agencies and legal services to recover PA properties and ensure that properties are not let fraudulently.
 To investigate all cases of suspected fraud, abandonment and non-statutory successions.

Role Impact Statement:

Delivers day to day operational activity focused on internal and external customer management and overall team wellbeing. A leader of the future you will focus on outstanding operational performance constantly seeking improvement. You will role model best behaviours ensuring open and honest interaction with teams to develop trust and challenge when things aren't right.

Key Accountabilities:

- Work with colleagues across all operational teams to prevent and detect tenancy fraud; special focus on working with Home Moves, Neighbourhoods, Income and Repairs.
- Engage with partner agencies to ensure a joined-up approach is taken in dealing with tenancy fraud and criminal activities. This will include arranging and attending partnership meetings.
- Work with the Neighbourhood Teams to effectively use tenancy audits to identify tenancy fraud.
- Promote awareness of all types of tenancy fraud to the wider business ensuring all teams know how to recognise and report case of tenancy fraud.
- Use data within the business to identify tenancy fraud hotspot areas.
- Use intelligence proactively to identify and investigate tenancy fraud.
- To maximise financial savings and efficiency gains through timely and thorough investigation, including obtaining unlawful profit orders.
- To lead on all aspects of the recovery of properties where tenancy fraud has been committed.
- Work with solicitors and partner agencies to share evidence and information and to prepare witness statements in relation to cases requiring legal action.
- Visit and interview tenants suspected of committing tenancy fraud.
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- Make notes and obtain written statements to a prosecution standard for possible use in court proceedings
- To attend civil and criminal courts to give evidence.
- Promote fraud awareness and relevant training to colleagues across all teams.
- Liaise with other government agencies for fraud prevention and investigation.

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- Attend regular partnership meetings as necessary to ensure that effective liaison and communication is maintained with the emphasis on improving the lives of our customers and the wider community. This will include local authority fraud panels.
- Keep up to date with current legislation and national initiatives on tenancy fraud and work with the Tenancy Solutions Team Manager to implement best practice.
- Ensure that agreed case recording and monitoring systems are kept up to date and secure, and write internal and external reports where required, including for safeguarding conferences, team meetings, managers and others.
- Participate in multi-agency working and focus groups when requested to do so, and follow through on agreed appropriate actions that arise from these
- Ensure that own performance contributes towards team objectives and key performance of the business.
- Ensure that own performance contributes towards team objectives and performance of the wider business.
- Work and adapt to allow the department to operate efficiently and effectively at all times, constantly seeking to improve.
- Promote a unified culture and purpose across a diverse organisation by role modelling authentic behaviours aligned to PA's values.
- Challenge team members and other colleagues where performance or behaviours fall short of those expected by the business.
- Ensure openness and honesty in all dealings with others.
- Build relationships with stakeholders to promote the effective performance within the team and wider business.
- Challenge existing thinking to identify creative opportunities and avenues for success.
- Comply with all organisational policies, procedures, and guidelines.
- Ensure adherence to the PA Housing Equal Opportunities policies, procedures, and diversity strategy in order to provide the best possible service to a diverse customer and colleague base.
- To be familiar with and follow the guidance given by the PA Housing Data Protection Policy in regard to data protection matters.
- Comply with the Health & Safety Policy, ensuring own and others health and safety.

This role profile is not intended to be an exhaustive list; its aim is to give a broad representation of what will be expected of the post-holder. Other reasonable duties, tasks and responsibilities may be required of the post-holder from time to time; these will be reasonable and broadly consistent with the responsibilities described above and/or intended to assist PA Housing in meeting its stated objectives.

Qualifications:

- Trained Housing Tenancy Fraud Investigator (ITS- Training)
- Accredited Counter Fraud Officer (PINS trained)
- NAFN membership.
- Qualifications and/or training that demonstrates that the person has the appropriate calibre for the post and can keep abreast of the challenges of the specialist/professional areas managed

Knowledge, skills, and experience:

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- Excellent customer service skills
- Ability to crisis manage and work well under pressure.
- Strong organisation and diary management skills – proven planning, coordinating and organisational skills.
- Be responsible for personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the project.
- Participate in supervision, training and meetings as required and work as a member of the team to ensure effective delivery of service and individual work plans.
- Ensure the effective implementation of PA Housing Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of PA Housing
- Demonstrate our commitment to equality of opportunity as a provider of homes and as an employer.
- Develop and maintain effective and product working relationships with wide ranging stakeholders such as Local Authorities, Social Services, Police etc and providers of care, support, and voluntary and statutory groups.
- Ensure that all projects are carried out in a timely manner with a framework for implementation and methodology in place to capture lessons learned, benefits and outcomes with evident of taking customer insight and using this to shape the design of future with a framework to evidence this.
- Maintain a sound knowledge and understanding of the business and operational plans and targets and the wider operating context
- All PA Housing employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties which correspond to the general character of their role and their level of responsibility
- Have excellent communication, negotiation and advisory skills, both written and verbal when interacting with a range of agencies and individuals. Understand and be committed to equal opportunities and diversity issues in policy and practice.
- Proficient in the use of IT skills
- Good team working and relationship building skills.
- Ability to be effective in a quickly changing environment – be agile and flexible.
- Attend internal/external meetings, including those outside usual office hours.
- The post holder will have up to date professional knowledge about the provision of Housing Management together with the relevant legislation and technical developments.
- The post holder will have extensive experience of developing and maintaining relationships with a broad range of stakeholders at all levels
- The postholder will be able to demonstrate that they can communicate with internal and external customers
- The postholder will have a strong track record in Tenancy Fraud Management and providing a breadth of excellent housing services
- The post holder will have experience of working closely with their colleagues to deliver high quality services

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- The post holder will be able to demonstrate that they are able to add value to the organisation.

Solving Problems	Situations requiring some degree of evaluative judgement and innovate thinking to analyse, evaluate and arrive at conclusions.
Communication & Influencing People	Interaction with others demands understanding, providing support and/ or influencing. Empathy and assertiveness are necessary, but persuasion and reasoning are based on technical knowledge.
Adapting Approaches	Embraces change listens to feedback and compromises as needed.
Delivering Results	Drives own performance to achieve clear targets and continuously improve.
Financial responsibility	Some understanding of financial and budget management.
People Interaction	Direct: Tenancy Enforcement Team Leader, Regional Director Residents other departments and colleagues. Indirect: All colleagues, PA Housing residents, Agencies, Appello and all lifeline providers. PA partners. Social Services and local authorities.