



Role Profile

Fraud Protect / Prevent Officer, Economic Crime Team

Role Description

This Role Profile describes the main areas of responsibility associated with this post along with the knowledge, skills and experience required of the post holder. In addition, it describes the key activities and behaviours the Constabulary expects of all employees, at this grade, to perform and demonstrate. In performing this particular role you may not be required to carry out or demonstrate all of the activities and behaviours described below; however you must be capable of doing so. The post-holder will sometimes be required to contribute to organisational objectives which may not be directly related to this role profile. The Constabulary operates a rigorous vetting policy and applicants and employees must be aware that personal vetting will be applied as part of their recruitment and ongoing employment with the Constabulary.

Main Responsibilities

The role holder will be responsible for identifying, assessing, and reducing risk to victims and potential victims of fraud. The role will include data-driven administrative work. Working with stakeholders to develop local safeguarding networks will be of key importance. This will include delivering training to colleagues, external partners, and members of the public.

Data-Driven

The role holder will receive the NFIB Weekly Victims List and assess the data within. The role holder will identify vulnerability and risk and determine whether there is a need for an immediate safeguarding intervention. This will include creating crime reports via UNIFI, adding PROTECT plans, before allocating such crimes to local policing areas.

The role holder will also perform the role of Action Fraud SPoC; receiving, reviewing, and UNIFI crime-recording reports disseminated to Gloucestershire police by Action Fraud / NFIB. In the case of PROTECT disseminations, this will (as above) entail adding a PROTECT plan to each crime, before allocating to local policing areas.

The role holder will monitor the Fraud PROTECT mailbox, reviewing Fraud Victim Risk Assessments, and attaching these to UNIFI crime reports. The role holder will consider the necessity for multi-agency support and whether victims should be subject to a MASH referral (see below).

People-Focused

The role holder will attend MASH (Multi Agency Safeguarding Hub) meetings to discuss, determine, implement, and review ongoing multi-agency safeguarding arrangements for vulnerable adults.

The role holder will engage with Neighbourhood Policing Teams to develop a network of colleagues across the county who can deliver safeguarding interventions to victims and others at risk. This will involve engaging with supervisors, identifying suitable individuals, and delivering training in order to inspire and empower them to deliver safeguarding.

The role holder will engage with partner agencies such as the NTS Scams Team to develop local safeguarding networks comprising members of the public.

The role holder will work with the private sector to develop a network of contacts in the local banking sector, in order to exchange relevant information on local fraud threats.

The role holder will work with the Regional Fraud PROTECT officer to share resources, co-ordinate, and maximise PROTECT activity in Gloucestershire. Similarly, the role holder will liaise and co-ordinate with local colleagues from CHRT.

Functions

1. Act as the Single Point of Contact on all aspects of fraud PROTECT within Gloucestershire Constabulary.
2. Use all relevant IT systems to conduct research and analysis or as otherwise required.
3. Prioritise and organise own workload.
4. Maintain an accurate record of daily activities using a CID diary or note book.
5. Update databases to inform leaders of protect and prevent activity.
6. Present comprehensive and detailed information to colleagues, at partnership meetings, and public events.
7. Conduct training with colleagues to empower them to deliver safeguarding interventions with victims and others identified as being at risk.
8. Co-ordinate activities with the Regional Fraud Protect officer based at SW-ROCU.
9. Keep up to date with new law-enforcement guidance relating to fraud PROTECT & PREVENT.
10. Scope national best practice in respect of fraud PROTECT and PREVENT.



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11. Work with the Economic Crime Team leads to review force policy and procedures to enhance the provision of fraud PROTECT & PREVENT, ensuring that such policies reflect the latest guidance and national best practice.
12. To perform other functions in support of organisational priorities and the objectives of the Economic Crime Team as requested by the post-holder's line manager.
13. Drive police vehicles (unmarked) as and when required.
14. Conduct home visits to provide victims advice on how they can best protect their financial interests and to ensure that appropriate safeguarding measures are in place.
15. Be responsible for the safe and confidential movement of files and documents.

Rank\Scale

Scale 6

Reports To

Detective Sergeant – Economic Crime Team

Additional Information

Vetting Level: All Force Personnel will be vetted to the minimum Police Basic Check (PBC). A higher level of vetting may be required for certain roles or grades and suitable clearance will be required before appointment or deployment.

Mobility: The Force reserves the right to request you to carry out any other duties or move you to any other post appropriate to your grade, at any location within the county of Gloucestershire, as business requirements dictate.

Working Pattern: Normal working hours will average 37 per week or will be pro rata. This will be worked subject to the needs of the service and will involve unsocial hours and weekend working as part of a shift pattern.

Standards of Professional Behaviour: All members of Police Staff / Police Officers must comply with these standards and the police Code of Ethics.

Travel / Driving Licence: The post involves travel throughout the county. The possession of a full, driving licence is essential.

Training and development: The post holder will be asked to undertake some fraud based training. This will ensure that the role holder understands different methods of fraud and can recognise investigative opportunities.

Experience and Qualifications

1. Educated to A Level standard or equivalent work experience.
2. Previous experience within a relevant environment preferred.
3. Proven administrative experience, in particular the ability to produce reports.
4. Excellent keyboard and IT literacy skills. Experience of word processing, spreadsheets, databases and email systems are essential.
5. Knowledge and understanding of Criminal Law in particular the Fraud Act 2006
6. Knowledge and understanding of confidentiality and Data Protection/ Freedom of Information.
7. Good communication skills both oral and written.
8. Experience of dealing with conflict and conflict resolution.

Notes



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Training Mandated to Post

Police Staff Safety Training
SARS – Confidentiality Awareness
Webstorm – Viewing & updating incidents
UNIFI – Crime Direct Entry
UNIFI – Crime allocation & closure

CVF

Competency - Level 1
Emotionally Aware - Level 1
We take ownership - Level 1
We are collaborative - Level 1
We deliver, Support & Inspire - Level 1
We Analyse Critically - Level 1

Competency Framework Values

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	Yes



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Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	Yes
Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	Yes
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	Yes



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>	Yes
Resolute, Compassionate and Committed	We take ownership	Practitioner	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	Yes

NOS

NOS Unit	Unit Name	Unit Description