**GFIE-438 - Fraud Officer - Leith & Glasgow - DWP**

**Closing Date 23 June 2025**

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| This role at Department for Work and Pensions (DWP) is available to people who served in the Armed Forces, **OR** be in your resettlement period and due to leave the Armed Forces within a reasonable time frame **OR** Military Spouse/Partner: Your current partner must still be serving OR was discharged within the last 12 months.  We want you to join us, learn new skills and bring your experience to our organisation. We believe that everyone has the potential to make a difference, and we want to ensure that all our staff are equipped with the knowledge and skills to do so. As part of your employment, you will have access to a range of learning and development, and a buddy who can help you to understand the Civil Service and enable you to make the most of the opportunities it offers.  The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. We are the UK's biggest public service department and administer the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers. | |
| **Organisation** | The Department for Work and Pensions (DWP) |
| **Job Title** | Fraud Officer |
| **Job Grade** | Executive Officer (EO) |
| **Positions available** | 10 (see locations) |
| **Salary** | National £30,975 |
| **Location** | * **5 x Leith** * **5 x Glasgow**   **This is an office based role in a Jobcentre.** |
| **Contract Length** | 18 months |
| **Hours** | The full-time working week in DWP is 37 hours (under certain circumstances 36 hours for existing DWP staff based in London).  You may be required to work at any time between the hours of: 7.45 am and 8:00 pm on any day between Monday to Friday, and 8.45 am to 5:00 pm on Saturday. Managers will agree working patterns with successful applicants within these business hours and review these as appropriate.  Working pattern  Part time and job sharing working patterns within working hours are available but must meet business needs. We will do our best to let people with existing part time contracts retain their contracted hours provided they are in line with current business needs.  Please note that successful part time and job share candidates may be required to work full time for specific periods to complete and consolidate training. |
| **About the job** | |
| **Job summary**  Do you have an inquisitive mind? Do you enjoy engaging with customers? If so, we need you!  As part of Counter Fraud Compliance and Debt Directorate (CFCD) you will be at the heart of DWP’s efforts to reduce fraud and error in the benefit system. This is a hugely important public service, and our challenge is bigger than ever.  If you want to join somewhere that recognises the importance of work-life balance, where you can learn new skills and progress your career, then CFCD is the place for you.  **Job description**  Your work as a Fraud Officer will involve different aspects subject to changing business priorities, therefore we need people who are very adaptable and flexible.  The job may include a range of duties, with the following provided as examples:   * Conduct robust and challenging interviews by telephone or in person in accordance with all legal and policy requirements, pursuing all reasonable lines of enquiry. Ensuring declarations and changes have been reported at the right time and taking appropriate corrective action if errors are found. * Ensure quality standards are maintained through adherence to all DWP policy and procedures, and CFCD operational instructions. * Work collaboratively, effectively and flexibly within a team and contribute towards team expectations. * Promote fraud awareness within DWP and to wider external business partners. * Gather, verify, and assess all available information to submit to the appropriate Decision Maker to enable accurate benefit reassessment and overpayment calculation. * Maintain accurate records and retain relevant evidence, redacting and annotating sensitive material when appropriate. * Liaise with other departments/organisations such as within the framework of any existing partnership agreements. * Prioritise workload in line with conflicting and changing priorities. * Person specification   **As a Fraud Officer you will:**   * Demonstrate effective, flexible leadership and communication skills with an ability to reach a diverse audience and be prepared to engage effectively with our partners. * Have excellent organisational and planning capabilities. * Demonstrate strong judgement and decision-making skills. * Present information to internal and external audiences in a professional and credible manner. * Be able to work effectively as an individual and as part of a team. * Deal appropriately with challenging and vulnerable individuals. * Inspire others through positivity, drive and energy in order to achieve outcomes and deliver change. * Be willing to travel between sites if required depending on business needs. * Have the ability to work in a demanding and complex environment with changing priorities.   **Learning requirements**  The DWP is committed to investing in people and ensuring their teams are a professional workforce. It is a requirement of counter fraud post holders within DWP to attain, and retain, membership of the Government Counter Fraud Profession (GCFP) at Practitioner level. This means if you are successful in applying for this role you will need to undertake an annual self-assessment to evidence your knowledge, skills, and experience within your role to attain and retain practitioner level membership.  We provide post holders with a learning routeway to support them in achieving as well as any workplace adjustments they may require. Failure to attain membership of the GCFP at practitioner level may result in DWP seeking an alternative role for you. | |
| **Application Details** | To apply we will need:   * A completed Expression of Interest form * A copy of your CV   This should be sent via e-mail to civilservicescheme@edinburgh.gov.uk |
| **Requirements and Timeline** | Candidates who meet the GFIE criteria are guaranteed an informal conversation with DWP about their suitability for the role.  Informal conversations with candidates are expected to take place in **July** and it is hoped that successful candidates start in **October** following successful security checks. |