

# It starts with community

The National Lottery Fund  
Role Profile

## Counter Fraud Manager

<b>Directorate:</b>	Finance & Resources
<b>Department:</b>	Internal Audit
<b>Role/Competency level:</b>	Level 3
<b>Reports to:</b>	Head of Controls Assurance



## Role Profile: Counter Fraud Manager

### Role purpose

In this particular role, you'll work within the Finance Directorate providing counter fraud services across the Fund.

To be a successful Counter Fraud Manager you'll need to display the highest standards of professionalism, objectivity, fairness, expertise, integrity, and vision. You'll act as a consultant providing specialist counter fraud advice and acting as a catalyst for improvement in the Fund's fraud controls.

You will be experienced in leading and developing investigation training for yourself and others, have responsibility for maintaining and reporting on the Fund's fraud caseload, designing and managing a range of outcome-based metrics for counter fraud and monitoring the productivity of fraud investigations ensuring any lessons learnt and best practice is shared Fund wide.

You'll manage your own performance, workload, and that of your team effectively as well as acting as a champion for change and someone who responds positively to change.



# Role Profile: Counter Fraud Manager

## Key responsibilities

- Provide specialist counter fraud advice
- Be a catalyst for improvement in the Fund's fraud controls
- Fraud caseload maintenance and reporting
- Design and manage counter fraud metrics
- Monitoring fraud investigation productivity and ensuring lessons learnt and best practice is shared across the Fund
- Manage a team
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation & the Welsh Language Standards of the Fund is required.



## Role Profile: Counter Fraud Manager

### Knowledge, skills and experience

- A qualified fraud investigator
- Extensive knowledge and awareness across all specialist areas of the Government Counter Fraud Framework



# Role Profile: Counter Fraud Manager

## Role competencies: Level 3

- **Strategic direction**

Understands and communicates how own work and work of the team, supports wider objectives and meets the diverse needs of stakeholders. Aligns own actions with directorate and organisational goals.

- **Leading our culture**

Recognises and values individual contributions and puts in place support for well-being of individuals within the team, including consideration of own needs.

- **Working together**

Designs team processes to remove silos and nurture a culture of mutual support, driving higher performance across interconnected teams. Adjusts personal work styles and practices accordingly.

- **Delivering quality results**

Clearly communicates desired results and ensures individuals are supported and feel motivated to achieve what is expected.

- **Diligence and control**

Manages teams and own duties in line with set expectations and policy and/or regulatory considerations. Ensures corrective action is taken where necessary.

- **Developing self and other**

Takes time for own personal and professional development as well as supporting development needs of team members. Ensures self and team members have a Personal Development Plan to help achieve goals.

## Our Values



### We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



### We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



### We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



### We are adaptable

We welcome and embrace new ideas and ways of working.



### We are compassionate

We work with care consideration and humility.