

It starts with community

The National Lottery Fund
Role Profile

Counter Fraud Officer

Directorate:	Finance & Resources
Department:	Counter Fraud
Role/Competency level:	Level 2
Reports to:	Counter Fraud Manager



Role Profile: Counter Fraud Officer

Role purpose

As a Counter Fraud Officer, you will be part of a UK-wide team, reporting into the Finance and Resources Directorate and be responsible for a range of activities that support the Fund to protect public money.

You will work collaboratively with Funding, People Team and Legal colleagues across the UK to prevent and respond to allegations of internal and external fraud, financial mismanagement, or irregular activity. You will have a direct role in working with our customers, providing feedback and advice to them in relation to any fraud concerns reported to us or investigations that we have conducted. You will need to be able to understand and respond to the different needs of our internal and external customers and be willing to have challenging but constructive conversations.

The role will be split into 2 areas of focus;

Prevention - You'll minimise the risk of fraud and corruption by working collaboratively across the Fund, creating awareness of fraud, supporting with fraud risk related training and providing advice on designing effective counter fraud controls.

Response - When there is a fraud or corruption risk identified or an allegation received, you'll respond efficiently by providing specialist advice, gathering evidence, conducting investigations and making recommendations.



Role Profile: Counter Fraud Officer

Key responsibilities

- Deliver workshops and create engaging, easy to understand case studies that help bring to life fraud investigations for colleagues that need an awareness and understanding of fraud.
- Provide information and advice on designing effective counter fraud controls based on learning from investigations.
- Review and respond efficiently to queries from internal and external customers.
- Receive, assess, and triage allegations of fraud, financial mismanagement, or irregular activity related to grant applications and awards.
- Plan, lead, and conduct proportionate and timely investigations in line with organisational policies, legal requirements, and team standards.
- Conduct, in collaboration with People Team and Legal, investigations into alleged internal misconduct involving possible fraud.
- Give clear evidence-based recommendations including recovery of funds and referral to external agencies.



Role Profile: Counter Fraud Officer

Knowledge, skills and experience

- Proven experience of conducting fraud, compliance, or financial investigations (e.g. in public sector, charity, grant-making, or law enforcement environment).
- Skilled in producing clear, structured reports and presenting findings to non-technical audiences.
- Ability to manage sensitive information with integrity, discretion, and confidentiality.
- Experience of collating and analysing data from multiple sources.
- Understanding of and curiosity about our work as a funder.
- Understanding and experience of delivering great customer service.
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.

Desirable

- Strong knowledge of fraud typologies, investigative techniques, and relevant legislation (e.g. Fraud Act 2006, Proceeds of Crime Act, Data Protection).
- Accredited counter-fraud or investigation qualification (e.g. ACFS, PINS, CIPFA, or equivalent).
- Familiarity with investigation standards such as CPIA, PACE, and best practice in interviewing and case management.
- Familiarity with intelligence gathering



Role Profile: Counter Fraud Officer

Role competencies: Level 2

- **Strategic direction**

Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.

- **Leading our culture**

Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.

- **Working together**

Considers team as well as individual success and adjusts working style and practices to achieve results.

- **Delivering quality results**

Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.

- **Diligence and control**

Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.

- **Developing self and other**

Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

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.