Job Title	Tenancy Fraud Manager	Location	London – Euston Road	Job Family	Grade
Reports to	Head of Safe Neighbourhoods & Support	**Designation**	Hybrid	Customer Services	**D4**

Overall Purpose: To minimise tenancy fraud through the design, establishment and leadership of a high-performing tenancy fraud function, driving the identification, investigation and recovery of fraudulent tenancies, while embedding a proactive, intelligence-led approach across the organisation.

Responsibilities & Outcomes

- Develop and implement fraud intelligence strategies to improve the identification, prevention and investigation of fraud, working closely across the end-to-end tenancy lifecycle (allocations, tenancy management, ASB, legal and customer services.)
- Establish and set up a tenancy fraud operating model including processes, governance, case management standards and reporting frameworks.
- Lead complex and high-risk fraud investigations, including illegal subletting, succession fraud and other forms of tenancy fraud.
- Oversee case progression from intelligence to legal enforcement, working closely with legal teams.
- Analyse and monitor Management Information (MI) to identify trends, risks and emerging fraud patterns, using insights to inform early intervention, escalation and strategic decision-making in close collaboration with Customer/Landlord Managers (CLMs).
- Work collaboratively with external agencies, including local authorities, law enforcement, and regulatory bodies, to share intelligence, coordinate investigations and strengthen fraud prevention activity.
- Build and maintain strong national relationships with other housing providers, local authorities and key stakeholders to share best practice, benchmark performance and contribute to sector-wide fraud initiatives.
- Design and implement prevention controls across the tenancy lifecycle (application, allocation, tenancy management.)
- Influence and support policy, process changes, training and awareness to strengthen organisational understanding of fraud risks, reporting mechanisms, preventative controls and reduce fraud risk.
- Support the protection and safety of applicants and residents by identifying safeguarding concerns and following safeguarding procedures, making appropriate referrals.

Key Outcomes:

- Maximise recovery of properties and associated financial savings / value generation.
- Support the increase in available homes to let for existing residents.
- Improved case quality and legal success rate
- Increased colleague awareness of reporting of suspected fraud
- Accurate and detailed records on Guinness systems are maintained to report fraud.
- Safeguarding concerns, suspicions or allegations of abuse are recorded and sent to the appropriate specialist team.

Skills / Experience

Essential:

- Experience of conducting or overseeing investigations to evidential / legal standards.
- Proven experience leading tenancy fraud, housing fraud or financial crime investigations
- Strong knowledge of tenancy fraud typologies
- Excellent customer service delivery, demonstrating good communication and interpersonal skills.
- Highly self-motivated with the ability to plan and work effectively without high levels of supervision.
- Strong resource and time management, and the ability to prioritise, delivering value for money.
- Proven problem-solving and decision-making skills.
- Resilient and able to deal with challenging situations and deliver sustainable outcomes.
- Strong analytical capability using data and intelligence to identify fraud patterns
- Experience working with National Fraud Initiative, data matching tools and CRM systems,
- Demonstrates the Guinness Behaviours.

Desirable:

- Academic or professionally recognised qualifications in Fraud
- Knowledge of regulatory legislation for social housing.

Qualifications

Essential:

- Educated to Level 6 (Degree or equivalent) or higher.
- Level 4 CIH
- Qualified or willing to work towards, Accredited Counter Fraud Specialist (ACFS)

Other

Driving Licence Required	Yes
Mobile working required	Yes
Evening and weekend working required	Yes
Travel to other regional and national locations / meetings	Yes

General Role Expectations

These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.

Accountability:

- Accountable for meeting *defined* business objectives and goals.
- Conducts *work planning and prioritisation* to optimise performance of resources.
- *Provides input* to group/area plans and targets

People Skills:

- *Allocates resources and responsibilities* within the team to deliver business results.
- *Manages* internal/external relationships *for team/group.*
- *Participates in* and *inputs into* the fairness and consistency of the employment experience.

Impact & Influence:

- *Makes* decisions, *some complex in nature*, which have an impact on team activities.
- Actions *likely to* impact internal and external parties *within area or specialism.*
- Acts as an *advisor* to others on own area of expertise or specialism.

Thinking Challenge:

- *Inputs into* business focused solutions.
- *Deals with complex issues/problems* affecting own area with minimal referral to manager.
- Applies *analytical skills* in assessing *complex* concepts/principles and helping determining solutions.
- *Defines standards* and reusable approaches within own area and beyond.

Customer Service:

Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.