



Counter Fraud Manager

Location	Africa	Department	Corporate Services
Reports to (Job Title)	Head of Counter Fraud	Salary Band	C
Matrix manager (if applicable)	Click here to enter text.	Competency level	3

Role definition

Role purpose

This role has been created to provide additional resource to support our anti-corruption strategies and to lead on a portfolio of investigations reporting to the Head of Counter Fraud in the Audit, Risk and Assurance function. The role is based in Africa but will be required to work globally on a range of matters including training and awareness raising, investigations capacity building, counter fraud risk management and investigations case management. The role will work closely with the Financial Crime Manager and with other colleagues in Audit, Risk and Assurance to ensure that strategies are aligned and to promote effective learning from incidents under their direct responsibility and to support the workload management of colleagues as and when needed. The role will be required to work independently and to prioritise and manage a substantial workload.

Key outcomes

- **Risk Management:** Supports the ongoing development of anti-corruption risk management strategies taking account of local contextual challenges and opportunities
- **Investigations & caseload management:** Leads investigations into a portfolio fraud and misuse cases, including travelling overseas where required and/or managing local resources engaged in investigations. Supports the building of Christian Aid's capacity to investigate matters that have emerged, including through training of local teams on investigations processes and through direct support to investigations teams. Ensures confidentiality of witnesses and data protection.
- Supports the maintenance of the **fraud and misuse register** and ensures incidents are investigated to a high standard and appropriately reported. Oversees the use of third-party investigators, where appropriate, for cases under their direct responsibility.
- **External reporting:** Supports appropriate and timely reporting to the Charity Commission and relevant donors for cases under their direct responsibility.
- **Sector engagement:** Participates with sector peers internationally in support of developing and embedding best practice approaches to anti-corruption work

Role agility

Expected travel per annum Up to 20 days **On call/unsocial hours** No

Surge capacity for emergency responses No

In order to respond to ever changing demands within the environment, Christian Aid operates within an agile framework (both in workforce and operational) that requires from all employees, a high level of responsiveness and adaptiveness to processes and structures making flexibility and a project based



working approach the norm. To sustain this system, managers may agree further details of specific tasks and duties as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility, and employees may be required to change the focus of their role from time to time.

Role context

Fraud and Corruption are key risks which Christian Aid must proactively tackle to effectively deliver its work. We are, like any large and complex international organisation, exposed to fraud and corruption risks including through occupational fraud and abuse, and risks arising from the actions of third parties. Furthermore, we work in a variety of complex environments, including in countries with heightened corruption risks. You will support us to continue our work, helping us to deliver essential programmes in some of the most challenging environments for aid delivery that currently exist, by supporting the embedding of highly effective 'prevent, detect and investigate' counter fraud mechanisms.

The post-holder will be proactive, resilient and results orientated and used to working with a significant degree of autonomy in a complex environment, managing a range of issues concurrently. The post holder will be an experienced investigator and will ensure that cases are thoroughly, sensitively and confidentially investigated. The role will involve travel overseas as necessary to ensure the effective implementation of our policies and, where required, to directly perform investigations. This may include visiting hostile or fragile environments.

Role requirements

Relationships

External Regulators, law enforcement, donors, international NGO sector, implementing partners

Internal Relationships across the whole organisation with ability to interface at all levels including a strong ability to build relationships and trust across our global footprint taking account of cultural differences. Strong relationships with heads of division and other assurance providers.

Decision making

Budgetary/savings responsibility None.

Works on own initiative and with a high degree of autonomy. They will be required to support decisions on complex and sensitive matters, often under time pressure. Acts as a professional advisor to key colleagues, using their technical knowledge and appropriate research to support good decision-making. Must be able to handle highly confidential and sensitive matters with discretion and professionalism.

Analytical skills

The role holder will be skilled at dealing with complexity and in providing timely and appropriate advice. They will organise and prioritise their work to ensure that it focusses on key risk areas and provides well-reasoned and researched conclusions and recommendations to the investigations they oversee. They will be a skilled communicator, able to report complex matters in a clear, concise and well-structured way to colleagues that have not been involved in the investigation process, but due to their role, are involved in the decision-making resulting from it.

Developing self and others

Number of Direct reports

None

Overall people management responsibility

The role will be required to oversee/ directly support in real time the work of colleagues across the organisation that are involved in case management but who do not have technical expertise/ significant experience in counter fraud. This will involve mentoring and support and delivering training on developing core investigation skills.

Ability to initiate, plan, work on own initiative. In doing so, the role holder will be well organised, flexible and self-administering. Must be able to work in a team, support and build relationships, including at a distance, and be responsive to changing organisational needs. Involved in developing others' skills through direct project work or in coaching and mentoring others.

Role related checks

Child protection clearance Standard **Counter terrorism screening** Required

Code of Conduct

Christian Aid is committed to providing a safe and trusted environment for every person connected to the work we do; and to preventing any type of unwanted behaviour including sexual harassment and exploitation, abuse, and financial misconduct. All staff are required to adhere to Christian Aid's code of conduct and to promote high ethical standards in all that they do to ensure the protection of anyone coming into contact with the Charity.

Person specification

Applied skills/knowledge and expertise

Essential

- Educated to degree level or extensive relevant investigative experience within a law enforcement agency
- Holds a relevant investigations qualification in their country of operation
- Significant experience conducting fraud investigations, with a proven track record of managing a complex and demanding caseload, including: extensive interview management skills in the development of interview strategies and interviewing of witnesses and suspects; statement taking; collation of evidential packages; investigation report writing; handling information from sensitive sources such as confidential whistle blowers
- Extensive experience of managing teams involved in case management to ensure timely, high quality output
- Ability to communicate effectively both verbally and in writing, including ability to take complex information and communicate it in terms a range of audiences will understand
- Experience of delivering training and supporting policy development and implementation
- Proven ability to manage workload in a changing and complex environment and to consistently deliver results to a high standard



Desirable			
<ul style="list-style-type: none"> - Experience of working in an international NGO - Foreign language skills e.g. Spanish, French, Arabic - Experienced in reviewing financial systems 			
Digital/IT competencies required			
Word, Excel, PowerPoint	Intermediate	Web content design & development	Basic
Internet based collaboration tools and video calling	Intermediate	Social Media	Basic
Data Visualisation	Intermediate		
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