

Job Description

Job Title:	Fraud Investigation Lead
Job Level:	4
Reports To:	Head of Learning Programmes & Assurance
Role Profile dated:	June 2026

This role profile consists of two sections:

1. The **Job Specification** sets out the purpose, business outcomes and key responsibilities.
2. The **Person Specification** sets out the qualifications, experience and behaviour expectations.

Job Specification

Role Purpose:

To lead and manage all ECITB certification and training provider fraud investigations, ensuring risks are identified, mitigated and escalated appropriately. The role is responsible for maintaining robust investigation processes, ensuring consistency and compliance, and safeguarding the integrity and reputation of ECITB certification systems.

Business Outcomes:

To be successful in this role the post holder must:

- Ensure all suspected certification and training provider fraud cases are investigated thoroughly, consistently and in a timely manner
- Protect the integrity and credibility of ECITB certification schemes
- Maintain effective risk oversight and provide clear, timely updates to the Director of Learning & Assurance
- Ensure appropriate escalation and reporting to external authorities where required
- Establish and maintain robust, standardised fraud investigation processes across ECITB
- Strengthen stakeholder confidence through transparent and professional handling of investigations

Key Responsibilities:

- Lead all ECITB certification and training provider fraud investigations from identification through to resolution, ensuring cases are managed effectively and brought to a timely conclusion.
- Assess, manage and mitigate fraud-related risks, escalating issues appropriately and keeping the Head of Learning programmes informed of investigation progress, outcomes and emerging risks.
- Maintain accurate, detailed and auditable investigation records in line with governance, compliance and assurance requirements.
- Liaise with internal and external stakeholders, including training providers, other awarding organisations, regulators, the CSCS Alliance, Police and Fraudline, to support investigations and determine appropriate case outcomes.
- Determine and implement suitable resolution actions, including internal sanctions, corrective measures or referrals to relevant external authorities.
- Develop, implement and continuously improve fraud investigation policies, procedures and frameworks, promoting a consistent and standardised approach across the organisation.
- Provide expert advice and guidance on fraud prevention, detection and investigation processes, identifying trends, systemic risks and opportunities to strengthen controls.
- Support audits, compliance reviews and assurance activities relating to certification integrity and fraud management.
- Ensure all investigations are conducted with the highest standards of confidentiality, professionalism, integrity and accountability.

Role Parameters:

- Reports to Head of Learning Programmes & Assurance
- No routine line management responsibility but will be required to oversee and support the work of individual team members involved in investigations
- Home/office based with options for flexible or part time work
- Frequent travel throughout the UK and occasionally overseas as required
- A high level of autonomy
- Engagement with external enforcement agencies and regulatory bodies

Person Specification

Experience & Qualifications

- Proven experience in fraud investigation processes and procedures including risk assessments, protocols and safe working practices
- Experience of managing complex investigations and risk-based decision making
- Experience working closely and building relationships with external agencies such as regulatory or enforcement bodies
- Knowledge of certification, training, or awarding environments is desirable
- Strong understanding of governance, risk management and compliance frameworks
- Relevant professional qualification (e.g., fraud investigation, audit, compliance) desirable
- Experienced and confident to carry out investigative interviews and present to executive level