

<b>Title:</b> Case Researcher	<b>Reporting to:</b> Head of Operations, IFB
<b>Salary:</b> Up to £25,000	<b>Department:</b> IFB

ROLE AND CONTEXT	NEED TO DO	NEED TO KNOW	NEED TO BE
<p><b>PURPOSE</b></p> <ul style="list-style-type: none"> <li>• Provision of expert claims fraud analysis and research support to the IFB team and customers</li> <li>• As a key member of the IFB team, participate in the delivery of first-class counter fraud services to the UK insurance industry</li> </ul> <p><b>PRIORITIES</b></p> <ul style="list-style-type: none"> <li>• Processing customer requests in accordance with IFB SLA's</li> <li>• Assisting with the processing and administration of Cheatline calls and reports in accordance with IFB SLA's</li> <li>• Assist IFB Fraud Analysts identify and develop new potential fraud networks as needed</li> </ul>	<p><b>KEY RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>• Timely and accurate delivery of Level 1 and Level 2 Customer request in accordance with IFB Service Level Agreements</li> <li>• Timely and accurate processing of Cheatline reports</li> <li>• Timely and accurate response to requests for information from law enforcement</li> <li>• Support the Fraud Analysts work in reviewing new potential fraud rings to establish their validity</li> <li>• Assist the Fraud Analysts with feedback to the analytics output, to measure the benefits to IFB customers</li> <li>• Processing DPA requests for Law Enforcement</li> <li>• Provision of individual and business profiles for internal and external customers</li> <li>• Timely delivery of ad-hoc research for internal IFB stakeholders</li> <li>• Delivery against annual IFB objectives</li> </ul>	<p><b>QUALIFICATIONS/EXPERIENCE</b></p> <p>Essential</p> <ul style="list-style-type: none"> <li>• Minimum of 12 months experience of insurance claims handling or similar investigative experience</li> <li>• Experience of producing summary fraud intelligence / risk / process review briefings</li> <li>• Demonstrable track record of problem solving through analysis</li> <li>• Evidence of adapting analytical skills to changing roles, environments, etc.</li> <li>• Experience of telephone interview techniques</li> <li>• Ability to produce clear and concise intelligence reports</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• Relevant qualifications in insurance / statistics / research</li> <li>• Relevant meaningful experience of working with law enforcement to investigate fraud / crime</li> <li>• Previous use of i2 or similar mapping / charting software</li> </ul>	<p><b>KEY COMPETENCIES</b></p> <ul style="list-style-type: none"> <li>• Pro-active and self motivated - happy to take the initiative in a rapidly evolving fraud environment</li> <li>• Excellent communicator - ability to develop effective relationships and positively influence key internal and external stakeholders</li> <li>• Analytical - ability to dissect complex outputs / issues, identify the material factors and issues, and recommend innovative solutions</li> <li>• Team player - ability to support and encourage effective team working, within the IFB and across the industry</li> <li>• Flexible / Adaptable - consistently demonstrate the ability to adapt skills and approach in line with the needs of the IFB and the changing threats</li> <li>• Lateral thinker – ability to think outside the box, challenge assumptions and identify</li> </ul>

	<ul style="list-style-type: none"> <li>• Delivery against personal development plan</li> </ul> <p><b>KEY STAKEHOLDERS AND RELATIONSHIPS</b></p> <ul style="list-style-type: none"> <li>• IFB team</li> <li>• Nominated Single Points of Contact (SPOCS) within IFB customer organisations</li> <li>• Industry Fraud Managers, Fraud Investigators and Financial Crime staff</li> <li>• Nominated law enforcement and public sector contacts</li> <li>• Analytics supplier staff / systems analysts</li> </ul> <p><b>DECISION MAKING</b></p> <ul style="list-style-type: none"> <li>• Determining appropriate actions on reports received via Cheatline</li> <li>• Identifying investigative opportunities for the IFB from the requests received from law enforcement and referring those to IFB Head of Operations</li> <li>• Determining which customer requests require further detailed analysis and investigation</li> </ul>	<ul style="list-style-type: none"> <li>• Trained in / knowledge of cognitive interview techniques</li> <li>• Trained in / knowledge of National Intelligence Model</li> <li>• Educated to A-Level or above</li> </ul> <p><b>SKILLS/KNOWLEDGE</b></p> <ul style="list-style-type: none"> <li>• Familiarity with analytics systems and associated process needed to identify suspect patterns of activity in large data clusters</li> <li>• Familiarity with the relevant processes and data requirements of external / law enforcement stakeholders</li> <li>• High degree of IT competency to include use of Word, Excel, PowerPoint, email and the internet</li> <li>• Knowledge of insurance fraud and other forms of financial crime</li> <li>• Understanding of the regulatory framework applicable to the insurance industry</li> <li>• High degree of competence in the use of on-line search facilities (e.g. Experian, Equifax etc)</li> <li>• Has a desire to actively improve their own knowledge and skills and takes responsibility for their own personal development</li> </ul>	<p>effective alternatives to benefit the IFB and its customer</p> <ul style="list-style-type: none"> <li>• At all times working lawfully, with particular emphasis on compliance with the Data Protection Act 1998, Proceeds of Crime Act 2002 and Terrorism Act 2000 with IFB policy and procedures.</li> </ul> <p><b>IFB VALUES:</b></p> <p>Customer Focus          Striving for Excellence          Passion          Valued and Empowered          Strong Leadership          Unity of Purpose</p>
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