

Insurance Fraud Bureau Case Researcher - Cheatline Job Profile

Job Title	Case Researcher
Department	Analytics
Location	IFB Office
Reports to	Head of Analytics
Salary	£28,000 p.a.
Closing date	12th March 2010

Job Summary/Purpose

To deal with telephone calls, research information and circulate intelligence received through the Cheatline. Compilation and dissemination of Management Information relating to Cheatline enquiries received.

To provide research / analytical services to support IFB investigations and member enquiries on an ad hoc basis.

Responsible for ensuring that the interests of the Insurance Industry are managed at the National Fraud Intelligence Bureau (NFIB) on a part time basis (future opportunity to be confirmed).

Key Result Areas

- Timely delivery of intelligence briefings, general management information and updates, needed to ensure the effective operation of the unit
- Delivery against annual IFB objectives
- Delivery against personal development plan
- Maintenance / enhancement of system performance
- 360 degree feedback from key stakeholders.
- Timely delivery of NFIB outputs via intelligence briefings (TBC)

Key Responsibilities

- Processing and administration of Cheatline calls and e-mails
- Review IFIG alerts and research for potential fraud rings
- Day to day analysis of Analytics outputs to identify new potential fraud rings conforming to known risk profiles within IFB and NFIB.
- Ad hoc analysis of Analytics data as required to identify new / emerging potential risk profiles. Hands on support for subsequent validation exercises to establish relevance of new profiles
- Preparation of briefs on new potential gangs for IFB Case Managers
- Assist in the preparation of individual and business profiles for IFB Case Managers
- Support day to day tuning of Analytics system triggers and profiles to ensure optimum performance (as defined by the Head of Analytics) is maintained
- Ensure feedback relating to savings / claims repudiated and benefit to members is logged and processed
- Ensure periodic reporting of feedback where not received within allotted time period
- General administration duties
- Act as principal point of contact for all aspects of the NFIB operations affecting the Insurance Industry.

Competencies: skills, knowledge and abilities required for the role

- Minimum of 2-3 years experience of insurance claims handling or similar investigative experience.
- Experience of telephone interview techniques with ability to handle difficult telephone calls in an appropriate manner
- Experience of producing summary fraud intelligence / risk / process review briefings
- Demonstrable track record of problem solving through analysis with the ability to dissect complex cases, identify the material issues, and apply technically correct (and where appropriate) innovative solutions
- Evidence of adapting analytical skills to changing roles, environments, etc.
- Excellent written and verbal communication skills
- Ability to work under pressure and to deadlines
- Ability to liaise professionally with internal and external contacts at all levels of authority
- Ability to handle sensitive and confidential information appropriately
- Good computer skills, to include Word, Excel, Powerpoint and the internet
- Good research skills, including financial search facilities and open sources
- High degree of numeracy
- Team worker – possess the ability to support and encourage effective team working, within the IFB and across the industry
- Pro-active and self motivated - happy to take the initiative and act with confidence in a rapidly evolving fraud environment. Team members need to be able to function effectively both at an individual and team level
- Good working knowledge of the Data Protection Act and knowledge of the law as it relates to fraud.

Desirable

- Experience of working with law enforcement agencies
- Proficient in the use of analytical software tools e.g. Detica NetReveal and i2
- Knowledge of civil litigation processes and procedures (CPR) and criminal law (including Proceeds of Crime Act (POCA)) as it relates to the prosecution of fraud offences
- Practical working knowledge of the National Intelligence Model (NIM)

Key Contacts

Internal:

- IFB Head of Unit
- IFB Head of Analytics
- IFB Case Managers

External:

- Nominated Single Points of contact (SPOCs) within insurers
- Industry Fraud Managers and Fraud Investigators
- Representatives of law enforcement agencies
- National Fraud Intelligence Bureau (NFIB)
- Suppliers including Investigators and Solicitors
- Other Government Agencies

Please submit your CV and a covering letter to Jacky@insurancefraudbureau.org if you are interested in this position.