

Job Description – Intelligence & Investigations Development Officer

Department	IFB
Work level	2
Reporting to	Intelligence & Investigations Manager - IFB
Direct reports (yes or no)	No
WTW Code	AFW050P311

Job purpose

- Assess and develop incoming intelligence to an appropriate outcome.
- Coordinate and collate evidence packages to support the disruption of organised insurance fraud.
- Progress and manage investigations through the identification of additional intelligence development and evidential gathering opportunities, making decisions as to the direction and the outcomes of cases as appropriate.
- Participate in the delivery of first-class counter fraud services to the UK insurance industry.

Key accountabilities

- Establish through independent investigative research and analysis, those cases with potential for high value intelligence warning and those cases with an opportunity for disruption of organised insurance fraud.
- Produce and disseminate high value intelligence warning products, including subject and company profiles as appropriate.
- Coordinate and prepare first class evidential material to support a confirmed IFB investigation.
- Support the management of external stakeholders and IFB customers including regular personal engagement when appropriate.
- Support the delivery of IFB Member Events.
- Manage the processing of information, including dissemination of information to IFB customers and partners in line with relevant legislation and best practice guidance, such as ISO27001.
- Delivery against annual IFB objectives.

Key accountabilities

- Demonstrate behaviours in accordance with MIB principles.
- Delivery against annual IFB objectives.
- Delivery against personal development objectives.

Role requirements

Essential

- A background in intelligence or investigative practice. (preferably insurance)
- Practical experience in producing clear and concise and high-quality intelligence reports (including subject and company profiles) and evidence packages.
- High level of competency and experience in the use of a variety of desktop investigative techniques & on-line search facilities.
- Demonstrable track record of research capability and problem solving through enquiry and analysis.
- An understanding of the principles of insurance.
- An understanding of the regulatory framework applicable to the insurance industry.
- Ability to adapt analytical skills to changing products and priorities, etc.
- High degree of IT competency to include use of Word, Excel, PowerPoint, etc.
- Sound knowledge of fraud and other forms of financial crime.
- High degree of competence in the use of on-line search facilities and open source research.
- Familiarity with analytics systems and associated process needed to identify suspect patterns of activity in large data clusters.
- Experience of dealing with customers, stakeholders and members of the public people over the telephone.
- Desire to actively improve own knowledge and skills and takes responsibility for own personal development.

Role requirements

Desirable

- Knowledge of the relevant processes and data requirements of external / law enforcement stakeholders.
- Experience of working within insurance in a non-motor lines environment.
- Understanding of the regulatory framework applicable to the insurance industry.
- Previous use of i2 or similar mapping/charting software.
- Trained in/knowledge of National Intelligence Model.