Job Description – Intelligence & Investigations Manager - IFB

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|  Department | IFB |
| Grade  | 12 |
| Reporting to  | Head of Intelligence & Investigations - IFB |
| Direct reports (yes or no) | Yes |
| WTW Code  | AFW060P312 |

| Job Purpose  |
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| * As a key member of the IFB, lead a high performing team of intelligence and investigation specialists in the provision of a first-class intelligence and investigation service to the UK insurance industry
* Drive the development of innovative and cost-effective strategy and tactics that alert industry to fraud threats and enhance opportunities to disrupt organised insurance fraud
* Ensure IFB customers continue to value of IFB products and services and that external disruption partners are committed to supporting the IFB’s tactical objectives
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| Key accountabilities  |
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| * Ensure the team delivers timely and accurate intelligence warnings as well as efficient and effective exploitation of opportunities to disrupt organised cross industry insurance fraud against agreed targets and SLAs
* Lead the team in the management and development of a portfolio of assigned intelligence and investigation cases securing the most appropriate outcome for an intelligence case or confirmed IFB investigations
* Drive engagement with disruption partners (law enforcement, regulators etc.) to encourage partner agency commitment to IFB’s targets of disruption
* Ensure the team are managing member expectations through early agreement of clear objectives and milestones for each investigation with regular personal engagement as and when appropriate
* Work with colleagues to develop innovative and cost-effective tactics to develop intelligence and investigate cross industry organised insurance fraud networks
* Delivery of presentations to members and external stakeholders/partners on specific cases and current trends at workshops and forums
* Utilising MI to support awareness of operational workflow, lifecycles and key performance indicators
* Support the Head of Intelligence, Investigations & Data Services in leading projects to drive the delivery of the IFB strategy
* Act as an official spokesperson for IFB to support prevention and media campaigns
* Support the development of existing and enhanced IFB systems and processes
* Ensure team are committed to their own personal development
* Managing the processing of information, including dissemination of information to IFB members and partners in line with relevant legislation and best practice guidance, such as ISO27001
* Demonstrate role model behaviours, especially relating to the IFB Principles
* Delivery against personal development objectives
* Delivery against the IFB strategy and annual IFB objectives
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| Role requirements  |
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| * An experienced background in intelligence or investigative practice (preferably from Insurance, law enforcement, regulation or other or financial services business)
* A clear understanding of the UK insurance industry fraud landscape/threats and the current Industry and Government counter fraud strategies to combat these fraud threats
* Good Knowledge of the insurance sector and what future insurance fraud threats the industry is facing
* A demonstrable understanding of best practice regarding intelligence management, including the National Intelligence Model (NIM) and human intelligence sources
* A demonstrable understanding of the principles of investigation used in the combatting of fraud or other financial crime
* Experience in a comparable management or leadership role, including performance management, managing workflow, mentoring staff and quality control making role
* Experience of successfully managing expectations and providing support to a variety of internal and external stakeholders and customers
* Experience of producing high quality fraud intelligence / investigation briefings
* Demonstrable track record of problem solving through enquiry and analysis and in preparing evidence packages for presentation to law enforcement
* High degree of IT competency to include use of Word, Excel, PowerPoint, email and the internet
* In depth knowledge of Open Source Intelligence desktop investigation techniques and use of on lines tools
* Evidence of adapting analytical and/or investigative skills to changing roles, environments, etc.
* Familiarity with analytics systems and associated process needed to identify suspect patterns of activity in large data clusters
* Familiarity with the relevant processes and data requirements of external disruption partners (law enforcement, regulators etc.) including the preparation of criminal or civil evidence packages
* An understanding of the principles of insurance and the regulatory framework applicable to the insurance industry
* Highly developed and confident presentation skills
* A commitment to actively improve own knowledge and skills, taking responsibility for own personal development
* Professional in appearance, delivery and approach

**Desirable*** Experience leading fraud teams within the insurance industry, with knowledge of fraud detection, investigation processes, and regulatory compliance
* Media trained and spoke person experience of radio, television and written press interviews
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