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 |

| 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 |

| 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 |