

Job Description – Intelligence & Investigations Development Officer

Department	IFB
Grade	10
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
- 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

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