

JOIN AN AWESOME TEAM FIGHTING INSURANCE FRAUD

**BECOME OUR
CUSTOMER
RELATIONSHIP
MANAGER SPECIALIST**



THE FIGHT AGAINST INSURANCE FRAUD STARTS HERE

By getting to this point, you're obviously interested in becoming our new Customer Relationship Manager Specialist. We think you're making an excellent decision already, but read on to find out more.



READY TO TAKE ON AN EXTRAORDINARY MISSION?



At the IFB our people are passionate about leading the collective fight against insurance fraud.

The successful candidate in this Customer Relationship Manager Specialist role will be key in working to reduce insurance fraud, protect the public and keep fraud-related costs down for our members.

Every company talks about the importance of their principles. We really mean it, so you'll need to demonstrate how you live our principles (more on that on page 5) while bringing your own unique style to the role.

WE MAKE A REAL IMPACT IN PEOPLE'S LIVES. WILL YOU HELP US TAKE THAT TO THE NEXT LEVEL?

Closing date for applications:
26 March

Interviews:
Week commencing 6th April

WHY WE EXIST

Every action we take is solely aimed at reducing insurance fraud, protecting the public and helping our members make efficient and effective decisions around the fraud impacting them and their customers.



We are a small not-for-profit company established in 2006 to lead the insurance industry's collective fight against insurance fraud.

We bring together insurers, brokers, affiliates and law-enforcement agencies, helping to tackle organised, cross-industry insurance fraud.

We serve as the industry's data hub for comprehensive fraud intelligence and analytics. We help our members protect their customers, reduce their fraud-related costs and strengthen public trust in the insurance sector.



We work in partnership with MIB who provide managed services to the IFB. These managed services include HR and Recruitment, Information Security, Finance, Procurement and Communications.

Our investigations have helped to secure over



1,300
arrests

and over

690

convictions



(totalling more than **620**
custodial years in prison)

We receive CheatLine reports from members of the public with

63%



of these reports used as intelligence to warn the industry about fraud or as part of police investigation

OUR PRINCIPLES

At a time when the needs of our members and partners are always changing, it's often how we get there that makes our biggest achievements possible.

The shared ways of thinking and behaving we call the IFB Principles guide and inform everything we do.



CUSTOMER FIRST

We put our customers at the heart of everything we do, always looking to understand their needs and build trusted relationships to make a positive difference. We're transparent, we work with integrity and strive to get it right first time, every time.



THINK BIG

We empower our people to innovate, evolve and continually improve. We challenge each other to think beyond today, to think outside the norm and find new ways to improve. With our different skills, personalities and experiences, we make changes possible.



INSPIRE

You don't have to be a leader to inspire the people around you. The work we do and how we do it should inspire those around us. By aiming high and being our best selves, we encourage and support each other with trust, openness and our shared desire to make a difference.

PEOPLE AND PLANET

We're all about making a positive impact on people and the planet. And when you join us, you'll have plenty of chances to help do good in the world.

We're committed to six of the United Nations Global Goals for Sustainable Development. And, we're proud members of the United Nations Global Compact Network (UK).



PEOPLE AND THE COMMUNITY

At the IFB, Belonging, Inclusion, Diversity and Equity (BIDE) are top priorities. We're committed to closing the gender pay gap and report openly, including through the Women in Finance Charter. Our employee networks embody our BIDE principles, fostering inclusivity for everyone. Through Goodness, our engagement programme, we support causes like UnityMK, volunteer work, and environmental efforts.

CLIMATE ACTION AND THE ENVIRONMENT

Our team plays a crucial role in driving sustainability at work and in the community. In 2022, we improved our Milton Keynes head office, cutting greenhouse gas emissions by 70%. By investing in certified carbon removal projects in 2023, our head office became carbon neutral. We'll keep reducing emissions across our estate and supporting our team to make positive changes at work and home.

EARLY INTERVENTION THROUGH EDUCATION

We're committed to ending uninsured driving by focusing on early education. Teaming up with the PSHE Association, we've co-created resources for teachers to improve awareness among future drivers. Partnering with The Safety Centre, Hazard Alley, we aim to reach 1,000 young people a year. Together, we can enhance road-safety knowledge and awareness among young people, making roads safer for everyone.

LEADING THE COLLECTIVE FIGHT AGAINST FRAUD

We'll strive to reduce insurance fraud, protect the public and reduce fraud-related costs for our members so they can better serve their customers.

2025 WILL SEE US REACH THE END OF OUR CURRENT 'FORWARD TOGETHER' STRATEGY AND SET A NEW STRATEGIC DIRECTION.



Acting as a trusted partner and improving our processes to deliver BAU operations

Together with our members we detected over £153m worth of insurance fraud in 2024 and we'll continue to be a safe gateway for sharing industry data and intelligence to detect and disrupt fraudsters. We'll also develop new member training to provide assurances around compliance and improve efficiencies by improving our processes.

Broadening the Membership to enhance value

We'll reach the peak of our ambitious programme aimed at creating a fairer levy structure and removing barriers to accessing our products, services and data sharing. We'll ultimately enhance fraud intelligence, enabling both new and existing members to make more informed decisions.

Decommissioning legacy tech in order to better serve as the industry's data hub for fraud intelligence and analytics

Our replatforming of the IFiHUB in 2024 saw members upload 15,000 suspicious or confirmed fraud cases which contributed to nearly 2,200 new intelligence reports. But our technology advancements won't stop there as we've started the work to build a new single solution which will integrate our industry counter-fraud databases in one platform.

Creating a positive societal impact through our prevention campaigns

Last year we reached people nearly 100 million times with our messaging aimed at changing hearts and minds. Our focus in 2025 will be on using digital marketing and PR to raise awareness of the CheatLine in order to keep the public safe, instil public trust and confidence in the industry and keep costs down for our members.

YOUR TIME —TO— SHINE

As our Customer Relationship Manager Specialist, you'll be responsible for managing and nurturing IFB member relationships, ensuring member satisfaction across insurers, non-insurers and community members.

You'll proactively relationship manage IFB member accounts (engaging across various levels within their business), by preparing and delivering quarterly Customer Relationship Management meetings, meeting notes and delivering on agreed actions

You'll work with members to understand their strategic direction and use this insight and our own internal insight, to contribute to a better understanding and customer experience, through the proactive identification of member facing issues and propose solutions.

You'll pro-actively contribute to the development of new customer relationships, services, and products, including the management and on boarding of new members

You'll contribute to the development and delivery of the IFB strategy and Customer Relationship Management strategy, whilst delivering IFB objectives

WHAT YOU'LL BRING TO THE PARTY

- Experience of engaging with customers (across various levels) via phone (Teams) and F2F
- Previous experience managing B2B customer contact – owning a customer challenge and seeing it through to conclusion
- Successful track record of stakeholder management in a customer centric environment
- Experience of working with customers across various disciplines – wearing various 'hats' to achieve an outcome (technical, projects, data, etc)
- Ability to think strategically and interact with customers of varying levels
- Track record in negotiating effectively to achieve desired results
- Excellent communication skills – chairing and owning conversations
- Self-reliant, proactive, and able to plan work and drive results with minimal supervision

IT'S WHAT WE DO TOGETHER THAT MAKES THE DIFFERENCE

PROUD

- We're proud to protect society from insurance fraud by raising awareness.
- We're proud to be a trusted partner in helping the industry make informed decisions.
- We're proud of the people who make it happen – YOU.

SUPPORTED

- We've created an environment where you can be you.
- We encourage a culture of positive well-being, promoting healthy habits and giving you tools to support your mental and physical well-being. Because as passionate as we are about the work we do, we know there's more to life than work.

CONNECTED

- We work together in a supportive and collaborative way, which creates real connection and a sense of belonging.
- We value open communication, teamwork and a genuine interest in each other's priorities and well-being.
- We support each other through our peer-to-peer employee networks.

YOUR BEST

- We provide opportunities for you to learn, grow and focus on what makes you great. This may include becoming an expert in your field or taking on new challenges.
- We know nobody gets it right every time, so we support each other to learn quickly when things don't go well.



WHAT YOU GET OUT OF IT

Come to work each day with a smile, inspired to make a positive difference to society. We'll support you with excellent benefits alongside opportunities for career growth and learning.

Salary:

£45,00 per annum

Grade:

11

Hours:

35 per week, Mon to Fri

Location:

Hybrid, working from our Milton Keynes office, home, and visiting customer sites.

Holiday allowance:

23 days (plus bank holidays)

Start up allowance:

£320 (before tax)

Extras:

IT kit supplied to you

THE IFB INCENTIVE SCHEME

You could earn a bonus as a reward for on-target performance.

AGILE APPROACH TO WORKING

Flexible working practices and technologies to help you maintain a good work-life balance.

PENSION SCHEME

Start from day one. We'll match your contribution up to 5%, and add more based on your grade and time with us.

LIFE ASSURANCE

You'll be covered for four times your annual salary plus your pension fund value.

HEALTHCARE CASH PLAN

Claim for medical costs like dentist and optician visits, specialist consultations, virtual GP access and prescriptions.

CAR SALARY SACRIFICE

Lease a new car after passing your probation and save on your income tax and national insurance.

AND MORE:

- Family-friendly policies like paid carers' leave and enhanced maternity and paternity leave
- Employee assistance programme
- Annual season ticket loan
- Eye care vouchers
- Sports and social club
- Option to buy extra holiday days